COMPUTRONIX TECHNOLOGIES®

IT Services Provider

Empowering businesses with quality IT services.
(IT Technical Support, IT Consulting, IT Procurement & Web Services)
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To Whom It May Concern,   Date**: ....**

RE: BUSINESS PROPOSAL LETTER

INTRODUCTION: ABOUT US

Computronix Technologies® is an information technology (IT) Company comprising of dedicated IT Professionals, Telecom and IT Engineers working 24hrs/7days/365days round the clock in giving individuals, homes, businesses, companies or organisations safe, quality and cheap **IT Technical Support, IT Consulting, IT Procurement** and **Web Services.** We work assiduously to keep the IT infrastructures of Individuals, homes, businesses, companies or organisations of any size running smoothly without any hitch. We are passionate in the job we do. Computronix Technologies® has **Website Designers and Developers, Web Application Developers, Mobile App Developers, Software Developers, Programmers & Coders, Database Developers and Administrators, Computer Repairs and Maintenance Technicians, IT Technical Support Technicians, IT**

Technologists, IT Engineers, Mobile Computing Device Technicians, Computer Networking Experts, Wireless Network Professionals, Internet Marketing Specialists, Internet Security Experts, CCTV Technicians, E-Commerce Solution Experts, and Satellite Technologists. Computronix Technologies® strongly believe in total hands-on experience by mixing theories with practice to deliver state-of-the-art IT products and services across Nigeria and around the globe. Computronix Technologies® was conceived and conceptualised as far back as early 1990's when the business started dealing with PCB circuit boards, electronic chips (integrated circuit chips), designing and configuration of FM transmitter project prototypes, capacitors and satellite dish. Computronix Technologies® remained unregistered business as at then, due to stringent and undemocratic economic policies of the ruling military regime in Nigeria as at that period; facilitating school projects in higher institutions. In 1994, the business ventured into computing technologies and system repairs after completing a Business-2-Business (B2B) apprenticeship treaty with a registered and well experienced IT firm in metropolitan city in Nigeria; sharing knowledge on total hands-on IT hardware and software skills. We further developed our workforce ICT skills and competence with advanced academic research and university studies, participating in continuous career development programs, engaging in IT technical support partnership with the best ICT companies in Europe and USA, undergoing total hands-on training and re-training programs, combined with completing various IT professional certification trainings and testing. The business became registered with Corporate Affairs Commission (CAC) of Nigeria in October 2006 under the Companies and Allied Matters ACT (CAMA) of 1990 to offer IT support services to individuals, micro, small, and medium sized enterprises in Nigeria, which was when Nigeria started showing signs of embracing a lasting democratic rule. The IT Services Provider became the subsidiary of Systemtronix Solutions Limited® in December 2009.Systemtronix Solutions Limited® had since then, became known as the parent company to Computronix Technologies®, and specialises in *project management, contracting, contract management, supply chain projects, construction management, project production management, project integration management, sustainability consulting, competency development trainings, business and management consulting*. The business became internationalised in 2010 when it became registered with **Her Majesty Revenue & Customs (HMRC), UK**; as sole trading business under the Highly Skilled Migrant Programme (HSMP), during which it traded as RON Support

Services: an IT Technical Support and Project Management firm on the busy streets of East London in United Kingdom; where we saved many businesses from extinction through quality IT, project and business service delivery, and gave UK businesses competitive edge against competitors from other high-tech countries. Computronix Technologies® is now taking businesses beyond the parameters of competitiveness with our current adoption and approach to disruptive technologies such as *machine learning (ML), artificial intelligence (AI), Robotics, Internet-of-Things (IoT), Blockchain, 3D printing, Quantum computing, nano technologies, Data analytics, 5G networks, renewable energies and digital IP-based CCTV.*

OUR CORE COMPETENCIES AND IT SERVICE OFFERINGS

Computronix Technologies® is highly focused on providing safe, cheap and quality information technology (IT) Technical Support, Procurement of IT products and services, provision of Web Services, offering IT Consulting services to individuals, businesses, companies or organisations in the private and public sectors of the Nigeria economy and the global economy. Our IT Support services implies physically and remotely giving technical support services in designing, planning, installation, troubleshooting, repairs, maintenance and management of IT systems. Our IT consulting provides advice on integration of our IT technologies and services into businesses in support of clients' business goals, objectives and requirement. Our IT products offerings involves the procurement or production of quality IT hardware and software of various known brands for enterprises at discounted rate through Computronix Technologies® technical expertise. Computronix Technologies® will become the IT department for businesses and companies; where there is none or support the existing one to provide all the IT support services and products any client business may need. Our support services and products extends to micro, small, and medium scale enterprises (MSMEs), individuals, private and public sectors, government, schools, religious organisations, non-governmental organisations (NGOs), and much more. Our focus is on business to business (B2B) and business to consumers (B2C) information technology (IT) services. The market for IT support is large. Whenever your business is thinking about outsourcing their IT requirement, think about Computronix Technologies® IT Support Services or Managed IT Services. We extend the IT support we use to address every business problems beyond support and data back up by availing all the things any business requires

towards the efficient running of all clients' business technical infrastructures. This cannot be achieved without our proactive approach in the formulation of a long-term IT strategy aimed towards giving your business a customised IT solution in accordance to any client requirements. We fill the gap in situation where any client may lack the IT competence in knowing their requirements through our advice and assistance packaged as IT consulting in our service offerings. Computronix Technologies® offers three contract types of IT support services to customers depending on their requirement and budget. The three types are: **Break & Fix (Block Hours) contract, Time and Material Cost contract and Managed IT Services (Fixed-Priced contract).** These three types' cuts across the contract types we offer to clients for IT support services, which we have broken down into **IT Technical Support, IT Consulting, IT Procurement and Web Services.** Our IT support services will be used in solving specific problem(s) an individual, business, company or organisation may be undergoing. Furthermore, break and fix contract (block hours) is issued to businesses that pays a discounted fee for a specified amount of hours over a stipulated period of time; like one month or one year. It can also be linked to break & fix IT support service in which clients are offered IT support whenever clients' IT system or equipment breaks down and needed to be fixed. In this case, fee is agreed on and paid on delivery of service to troubled clients. In the case of Time and Material Cost IT support service, clients are expected to pay for any IT equipment and accessories they may require and pay the agreed fee for the amount of time it takes Computronix Technologies® IT Crew to fix the problem. In managed IT services (fixed-priced contract), IT support is given to businesses over a negotiated and agreed fee for a specific requirement covering over a period of time. In this type of IT support, there could be a 24hrs/7days IT support service or a visit by Computronix Technologies® IT Technicians for problems that cannot be solved remotely to ensure that clients' IT facilities are running efficiently for powering their businesses. This type of IT support is often referred to as Managed IT Services. This type of IT support combines flat-rate unlimited IT support for a monthly fixed fee: Call it fixed price contract. In this case, Computronix Technologies® becomes such a client's business IT department or support customers existing IT department with quality IT support services and products either physically or remotely in order to make such businesses flourish, attain and sustain growth quickly; allowing them to concentrate on their core business processes and functions for maximum efficiency and output. This takes away pressure and saves time and money for many

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companies or organisations, and businesses by controlling costs and reducing labour costs, clients enjoy the services of trained, experienced, qualified and certified IT professionals. Managed IT services also increases efficiency and competitiveness, fast execution of technology, reduces risks and helps businesses to remain focused on core business operation. We have broken down the IT support services we offer into four (4) units categorised as: IT technical support, IT consulting, IT procurement and Web services; which are briefly explained below:

IT TECHNICAL SUPPORT

Our tradition of integrating principles, standards, policies and hindrances synthesizes the platform for the **design, development, deployment, operation** and **completion** of IT technical services rendered to our customers in any marketplace within a defined business context. We deploy **Information Technology Infrastructure Library (ITIL)** in IT service management (ITSM), as it assists in aligning the services we offer with the business requirement of our customers. Corporate dedicated approach ensures that the IT technical support service offerings are subjected to constant increase in productivity, service quality and customer satisfaction. We provide all the IT technical support services a business of any size needs. Over the decades, Computronix Technologies® has been actively involved in **planning, designing, configuring, installing, troubleshooting, repairing** and **maintenance** of hardware and software of IT systems through our IT technical support services. Please see the listing below for the typical robust and scalable IT technical support services we provide to clients in Nigeria and around the world: The core services include: **computer repairs and maintenance, computer networking and network support, software development & ERP systems, database development & support, broadband internet connectivity, internet security, and IP-based CCTV system.** Computronix Technologies® answers all clients' business computer queries and support all of clients' IT systems through our technology, workforce and Partners. We inject our organisational behaviour of flexibility and organisational agility in a well structured manner in the IT technical support services we provide to individuals, businesses, companies or organisations and government of any size across Nigeria and around the world.

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IT CONSULTING

Our IT consulting services are offered to individuals, businesses, companies or organisations in Nigeria and around the world. We equip them with the latest development in technological trends and innovations in the information technology industry so that clients can meet up with excellent service offerings. Computronix Technologies® IT consulting will analyse strategies and come up with viable IT projects that will enhance business values; and recommend the type of IT support services your business will require. We will assess any client IT environment and provide such a client business with a thorough researched IT requirement that is in conformity with IT industry best practices which will fulfil your business necessities. Computronix Technologies® IT consulting is concentrated on advising individuals, Startups, IT firms, businesses, companies or organisations on the best possible means they can exploit information technology (IT) to leverage their operations and activities along the value chain with aim of achieving high profitability, performance, and productivity. We can position our IT Technologists with businesses on a non-permanent basis in order to address issues arising from employee absences, temporary skill shortages and technical projects. In a time of distress or anxiety over any of our customer's business progress with IT, our customers' can count on us to benefit from external, objective advice and recommendations, fully benefit from our IT consultants specialised expertise, and assist any client business on a non-permanent basis during a one-time project that does not necessarily need permanent staff(s) and outsourcing all or part of the IT services from a specific company. Computronix Technologies® IT consulting will address the following listed concerns: **Disaster Recovery, Project Value, Business Process and System Design, Project management support, ERP Solutions**, **IT Strategy, IT Projects, IT Audits, IT Procurement, and IT Security, Digital Transformation, and Cloud Implementation.** Please visit our website to get more insight on these listed concerns and how we can solve such issues through our IT consulting services.

IT PROCUREMENT

Our products and services are a reflection of quality. Longetivity is integrated in all our product and services design and production. The strength of material and durability combined with engagement of high quality project and material resources comprising of work resources and equipment are also considered in the design and

production of all our IT products and services. Since 2006,Computronix Technologies® has been procuring the best IT materials through sustainable sourcing in a committed approach aimed at delivering the best products and brands from the best ICT equipment manufacturers and Vendors around the world who have integrated sustainability in their supply chain, production system and product development with good end-of-life policies. The highest level of quality is what we consider in our IT product procurement for any IT project. Computronix Technologies® engages IT procurement for the provision of IT products and services that are deficient within our IT firm or in any client organisation in order to meet customers, end-users and stakeholders expectations by ensuring that the highest level of quality IT products or services are acquired at greatly reduced cost; either within Nigeria, resident country of client or overseas through our suppliers and technical partners without compromising quality service delivery. Computronix Technologies® applies sustainability principles across every supply chain to ensure that social, economic and environmental components are maintained in equilibrium during and after procuremtent process of IT products or services. Computronix Technologies® will continue to endeavour in procuring at local, state or national level within Nigeria or country of client, but will not hesitate in approaching the overseas marketplace for high quality IT products or services, if such products or services happens to be deficient in the local, state or national marketplace in order to fill the gap in product or skill deficiency. Our workforce here at Computronix Technologies®, carries out strategic and managerial duties with greater focus on IT procurement that engages numerous activities and procedures aimed at obtaining high quality IT products or services. All the purchasing activities involved in IT procurement falls within the confines of project management which are necessary to any business or organisation that utilises information systems and apparatus in pushing projects, processes and procedures. The need for IT procurement becomes more glaring when computers and software solutions which plays major role in project management system are considered. Computronix Technologies® has the needed management expertise in IT procurement anchored by its parent company which becomes handy in providing businesses, organisations, and government with very high quality and state-of-the-art computer systems, hardware and software, telecommunication equipment, and etcetera. Computronix Technologies® has combined the whole processes involved in IT procurement into one single process with efficient procurement management system that **plans procurement**, **conducts**

procurement, **completes procurement** and **closes procurement**. Our IT procurement will make available the needed products and services for the smooth running of businesses, companies or organisations and accomplishment of their business projects. Computronix Technologies® will go a long way in *evaluating requirements for IT systems, establishing correspondence with suppliers, managing procuring contracts, and ensuring that quality products and services are procured.* Talk to us today so that we can procure all highest quality IT products and services at the best competitive prices to make that business remain competitive in this increasing competitive business world.

WEB SERVICES

Here at Computronix Technologies®, our Web Services involves web applications that can be published, found, or searched and utilized on the web. Computronix Technologies® has the expertise of merging Web Services with Application Programming Interface (API), so that HTTP and HTTPS can communicate and exchange data over the internet. Computronix Technologies® will continue to transmit communication between clients and server applications on the World Wide Web (WWW). Computronix Technologies® Web Services enables customers to have internet or intranet presence for efficient and seamless running of business operations. Virtually, all activities in the world today are executed over the internet. If any client business is not yet on the internet or online then, such a client is not yet doing any business. Our Web Services bridges the gap between one person and another, business-to-business, business-to-consumers, town-to-town, city-to-city, country-to-country, and continent-to-continent. It also shrinks the diversities in culture, social status, race, ethnicity, religion, and economy. It is a World Wide Web (WWW), which is connecting the whole universe. In order for your business to succeed in this 21st century marketplace, and maintain competiveness, it has become very important for you to operate on the Web and use the Web Services we offer. The web could be internet or intranet; they all provide seamless communication in enhancing business transactions within specified time and budget. Computronix Technologies® Web Services has been promoting financial transactions over the World Wide Web (WWW). Our Web Services is an enabling factor. If your business is not on the internet today, you are not doing any business at all. The Web Services we offer include: **web design and development, web portal development, web application development, website and domain name regist-**

ration and hosting, internet marketing, social media development, mobile app development, enterprise customised webinar, and e-commerce solutions.

Please, contact us for detailed explanation on these listed web services and all other IT support services we offer as an IT Services Provider or Managed IT Services. Alternatively, prospective customers are advised to read the full information about us and our services and products online on our website at: https://computronixsupport.com or download full copy of Computronix Technologies® company brochure from our website as well to have full insight about us, and our service offerings. We shall be delighted to have any person or their business, company, organisation and government as our client in order to deliver efficient, safe, and cheap and quality IT services beyond everyone expectations and imagination. We are the best in what we do.

Thank you so much!

With Kind Regards,
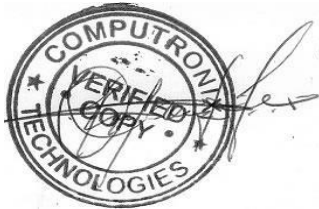
The Management Team

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