

# COMPANY PROFILE



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Close partnership with our clients to have real impact on their business





To be a leading and innovative  
standard Information Technology  
and Supply Chain services provider



## MISSION STATEMENT

To provide value driven information technology and  
Supply Chain innovative solutions for services and  
projects deployed and transitioned with operational  
efficiency to our clients by maintaining high standard  
and excellence through a well trained workforce and  
strategic Alliance

## BUSINESS DETAILS



Fear of God

Integrity

Humility

Company Name:  
**FLACS SYSTEMS LIMITED**

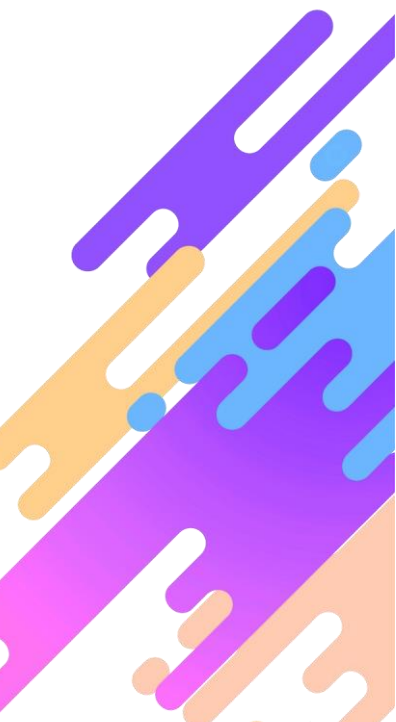
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We stay true to our full promise of efficiency!



## ABOUT US



FLACS System Limited is an Information, Communications and Technology and Supply Chain Service Provider managed by seasoned Professionals with over 10 years of local and international experience providing quality, standard and best practice solution to our valued customers. We offer a comprehensive portfolio of IT Services including Repairs and Maintenance, Hardware and Software installation, Facility Automation and Asset Management. This is complimented with our list of Supply Chain services which include Production and Operations Management, Product and Physical Distribution, Project Management and Process Improvement.

## OUR SERVICES



### Repairs and Maintenance

Learn how to leverage IT consulting to effectively meet your business objectives.



### Hardware and Software Installation



### Facility Automation



### Asset Management



### Supply of IT Equipment



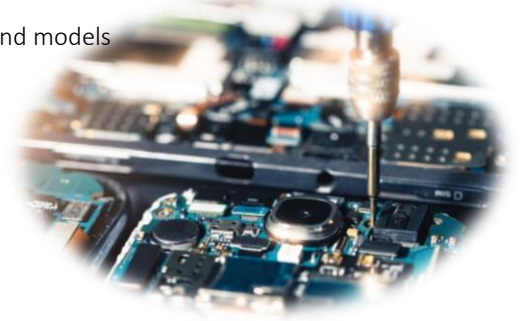
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## 1.1. Repairs and Maintenance

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### 1.1.1. EQUIPMENT TESTING, TROUBLESHOOTING, REPAIRS AND DIAGNOSIS

These ranges from Laptops, PCs, tablet Mobile Phones etc. with different brand and models



### 1.1.2. SUPPORT SERVICES

Support is the backbone of all IT services and we recognize the need to provide support to all kinds of IT-related request and incidents be it on or off-site to ensure all functions are working seamlessly. This can be in the form of Managed services or on Demand IT Support

- **Managed Services**

Aimed at reducing management task hitherto devoted to Infrastructure, Facilities and IT Equipment to enable our customer focus on their core business. A contract /service level Agreement is signed.

- **On Demand IT Support**

This option offers immediate technical support whenever an IT related problem arises



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## 1.2. Hardware and Software installation

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We set up, manage and monitor your core IT infrastructure which include but not limited to

- PCs, Laptop, tablet and workstations
- Printers, scanners, photocopiers
- Network devices switches, routers, access point
- Security Systems: CCTV, IP-Based Cameras
- Wireless Systems
- Software Licensing, distribution, operating system migration, software configuration



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## 1.3. Facility Automation

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### 1.3.1. Network Design and Setup

We offer design and network setup service for businesses just looking to get their networks up and running with internet connectivity. We offer this as a standalone service for customers to operate or can transition to be part of our managed IT service offering.

### 1.3.2. Structured Cabling Systems

We design, build and manage the critical backbone of your communication system by setting up Structured Cabling for reliable connectivity using the ANSI/TIA -568 standard subsystem.

- *Entrance Facilities*
- *Equipment Room*
- *Backbone Room*
- *Telecommunication Room*
- *Horizontal Cabling'*
- *Work Area*



### 1.3.3. Internetworking LAN Systems

We connect all individual LAN network to enable them function as a single network for reliability network management and flexibility.

### 1.3.4. WANS

With transmission facilities obtained from your chosen carrier we assist with your long distance data communication network setup.

### 1.3.5. Network Management Systems /Equipment

We employ a variety of tools, applications, and devices to assist personnel in monitoring and maintaining networks.

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## 1.4. Asset Management

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### 1.4.1. Inventory, IT Equipment evaluation, assessment

### 1.4.2. Supplier and Vendor Management: Procurement, Sourcing and delivery of IT Asset

## 1.5. Supply of IT Equipment

We supply various IT Equipment's such as Computers, Laptops, Tablets, servers, printers, Mobile devices, Routers , switches, CCTV, telecommunications assets etc.



## 2. ENGAGEMENT PROCEDURE

We will look at your business strategy and IT resources to determine which service will work best for you. The aim is to minimize downtime, boost productivity to meet your evolving customer requirement to enable you increase revenue while also ensuring the security of your data and information.



### Service Package

**Contract Option:** Long term fixed contract that would guarantee adequate maintenance service for your IT equipment. It is a worry-free option that allows you to focus on your business, now and in the future. Details of the requirement and service offering would be communicated in a jointly drafted Service Level Agreement or retainer ship Agreement

**Pay as you Go Option:** This is on a call basis for projects, repair and maintenance of IT equipment. Depending on the nature of the request or fault, delivery time can be immediate or within few days. We review the current state and come up with a detailed solution.

Our Fees would be based on the nature of the work. Expenses such as transportation, parts replacement, and the work itself are charged as part of the all-inclusive bill.

### 2.1. Work Order and Job completion

Before the commencement of work, a Work order/authorization is issued and jointly signed by both parties detailing the cost of repair with the appropriate service charges. Once the agreed payment is received and the work is carried out a Job completion document is completed.



### 3. SERVICE LEVEL



We would at the point of engagement agree to a service level which would be a reference point. We would implore our clients to make sure they understand all the details involved with us working together. It is really important to us that everything is transparent and understood from the beginning so that we lay a solid foundation for a great working relationship. Once you feel confident about everything and are ready to move forward we commence to get the job done.

### 4. SUPPORT STRUCTURE



#### 4.2. SPARES AND SERVICE PART

Our service related task involves carefully executed work done to a higher standard. These have to be complemented with genuine and reliable parts. All the parts used for our service are covered with warranty as we have both local and international suppliers for these original parts.



#### 4.3. Security

We are aware that private or official information stored on your IT devices are confidential and needs to be secured and protected, against loss or theft. This puts more emphasis on our integrity as we would ensure your information are safe from loss and are duly secured.



#### 4.4. Support center services

Our helpdesk option allows your company to subscribe to our support centre to access live technical support service. Users can access the service via text message, WhatsApp or phone. Call.

#### 4.5. TRAINING

We believe in empowerment and capacity development of our staff and other stakeholders and to this aim, once we have established a relationship with your organisation we would be willing to share basic training tailored to your company's needs,

#### 4.6. Reporting and service review

We can provide monthly maintenance analytics reports on how your employees are using the IT equipment, for you to maximize your IT resources.

#### 4.7. Service Availability, RELIABILITY & BUSINESS CONTINUITY

FLACS System provides a team of personnel that matches your company's priorities for growth and innovation, by making sure less disruption to your business caused by unavailability of IT resources and are willing to carry out their task within the agreed-upon time frame.

#### 4.8. Speedy service

We are guaranteeing quick response service related work that are fast, off or on-site, and with high quality standard.

## CONTACT

CONTACT us now on [info@flacssystems.com](mailto:info@flacssystems.com) or [flacssystems@gmail.com](mailto:flacssystems@gmail.com), Telephone No: **08095802955** for further details on signing up.





**Stay Connected**



**FLACS SYSTEMS LTD**

**Improve Efficiency And Provide Better Experiences!**