

# Our Customer Experiences

## Voitech Solutions

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#	Client	Category of Service	Nature of Service	Success story
1	CARE International	Networks	Supply and installation of a networked Unified Communications and Collaboration solution based on MITEL 470	<ul style="list-style-type: none"> <li>Designed, Supplied, installed, trained and Commissioned Mitel Unified Communications system for the new Uganda Hq at Bugolobi</li> </ul>
2	Mercantile Credit Bank Limited	Networks	Supply and installation of a networked Unified Communications and Collaboration solution based on MITEL 470	<ul style="list-style-type: none"> <li>Designed, Supplied, installed, trained and Commissioned Mitel Unified Communications system for the Head office on Portbell Road</li> </ul>
3	Community Health Rights Network (COHERINET)	Networks	Supply, installation, commissioning and Support of Auntie Kaki Tollfree Call Center Platform	<ul style="list-style-type: none"> <li>Designed, Supplied, Installed, Commissioned and Support of the Organisation Call Center</li> </ul>
4	Airtel Uganda	Networks	<ul style="list-style-type: none"> <li>Install, Commission and Support Microwave Links for Airtel Client</li> <li>Install and Commission SIP Trunks / Tollfree lines for Airtel Clients country wide</li> </ul>	<ul style="list-style-type: none"> <li>Install and Commission all Telecom installation services in under 48Hours</li> <li>Airtel'S preferred service provider for SIP Trunk installations</li> </ul>
5	Golden Star Resources - Ghana	Networks	Supply and installation of a networked Unified Communications and Collaboration solution based on MITEL 470 for 6 GSR Sites	<ul style="list-style-type: none"> <li>Supplied, installed, trained and commission 6 call managers for Accra, Wassa, Bogoso, Tara, Top Bar and Prestea offering a unified communication solution across GSR</li> </ul>

6	Parliament of Uganda	Networks + Systems	Supplied and Installed a Wireless Digital Presentation Solution for Conference Rooms	<ul style="list-style-type: none"> <li>Supplied, trained and Installed an Integrated wireless collaboration using KRAMER, EPSON and ScreenINT.</li> </ul>
7	Parliament of Uganda	Networks + Systems	Restructuring and Revamping of Parliaments Main Datacenter using a structured cabling approach, TIA 942B and T606C	<ul style="list-style-type: none"> <li>Standardized the cabling, trunking an routing to T606C standards.</li> <li>Put in place rack manuals for Datacenter racks.</li> <li>Put in place a labeling scheme.</li> </ul>
8	Parliament of Uganda	Networks + Systems	Installation of a Fibre link for Parliament FM	<ul style="list-style-type: none"> <li>Supply and Setup 3 SM fibre links and 3 redundant links</li> </ul>
9	Parliament of Uganda	Networks + Systems	Installation of a high Capacity Microwave Point-to-Point Data link between two sites	<ul style="list-style-type: none"> <li>Setup of High capacity End-to-End Wireless data link</li> <li>Optimizations of Data Services between two geographically apart Buildings</li> </ul>
10	Cuban Embassy Uganda	Networks + Systems	Supply, Installation and Support for Embassy wide LAN, IP Telephony System, CCTV and Alarm Systems.	<ul style="list-style-type: none"> <li>Conducted Structured Cabling design and implementation</li> <li>Successful Turnkey IT Solutions Delivery</li> </ul>
11	Emmanuel Medical Center - Entebbe	Software	Supplied and setup a medical management system	<ul style="list-style-type: none"> <li>Supplied, installed and commissioned a new ERP for EMC</li> <li>Supplied a Dell Server to host the ERP</li> <li>Offered network installation and configuration support.</li> </ul>

12	Infectious diseases Institute	Networks + Software	Supply, Installation and Support for Organizational Telephone (Ericsson BP250), Billing Platform (MAN300) and Voice conferencing facility.	<ul style="list-style-type: none"> <li>Offered Managed service to this platform for over a 10 year period.</li> <li>Offered Voice network Installation and Support</li> <li>Offered voice networking support.</li> <li>Supplied and installed a Polycom VTX1000 conferencing System.</li> </ul>
13	Kinyara Sugar Limited	Networks + Software	Installation and Support of company telephony system (Ericsson BP250 and Billing (MAN300)	<ul style="list-style-type: none"> <li>Offer on demand support for their PABX.</li> <li>Offer SLA support for their billing platform.</li> <li>Support and optimization of the DECT network / Radio Base Stations of their 2.4Km2 factory area.</li> <li>Conducted structured cabling design and implementation.</li> </ul>
14	International Hospital Kampala - IHK	Networks + Software	SLA Support for their telephony system (Ericsson BP250) and customer call center (IVR)	<ul style="list-style-type: none"> <li>We have supported IHK for over 5 years on an annual SLA program.</li> <li>Setup customer call center solution with an MTN automated attendant hotline</li> </ul>
15	Nakasero Hospital Limited	Networks	Annual support for telephony system (Panasonic TDA200) and structure cabling solution	<ul style="list-style-type: none"> <li>Reconfiguration and optimization of the Panasonic TDA200.</li> <li>Revamping and documentation of their voice cable network</li> </ul>
16	Ken Lloyd Logistics	Networks + Systems	Supply, Installation and Support for Organizational Telephone (Ericsson BP250) and Voice conferencing facility.	<ul style="list-style-type: none"> <li>Offered Voice network Installation and Support</li> <li>Supplied and installed a Polycom VTX1000 conferencing System.</li> </ul>

17	USAID Social and Scientific Systems Inc - MEEP	Networks	Annual support for telephony system (Ericsson BP50) and structure cabling solution	<ul style="list-style-type: none"> <li>• Preferred Voice implementation and support vendor for over 8 years.</li> <li>• Offered voice structured cabling solutions.</li> </ul>
18	Ecopharm Limited	Consulting + Telco Reseller Services + Networks	Offered consulting services for ERP software and advised on cost effective internet solution in a multi-branch environment	<ul style="list-style-type: none"> <li>• Preferred vendor for ERP software consulting and development.</li> <li>• Deployed internet connectivity to their Entire Ecopharm branch network (10 branches).</li> <li>• Offer internet service support.</li> </ul>
19	ABB Limited	Networks	Offered a Voice conferencing facility based on the Polycom VTX1000	<ul style="list-style-type: none"> <li>• Supplied and installed a Polycom VTX1000 conference system fully equipped with extension mics and subwoofer.</li> </ul>
20	Niko Insurance	Networks	Offered a Voice conferencing facility based on the Polycom VTX1000	<ul style="list-style-type: none"> <li>• Supplied and installed a Polycom VTX1000 conference facility fully equipped with extension mics and subwoofer.</li> </ul>
21	Save the Mothers	Networks	Offered a Single line telephony (SLT) voice solution for 4 health centers i.e Mukono HCIV, Kawolo, Buikwe & St. Francis Naggalama	<ul style="list-style-type: none"> <li>• Offered a quality assurance voice recording solution for under privileged expectant mothers in the Mukono neighborhood community.</li> </ul>
22	People Performance Group - PPG	Networks	Offered configuration and setup support for PPG Client – Ericsson AB Uganda on the telephony system MX-One TSW	<ul style="list-style-type: none"> <li>• Offered support for conversion of digital to analogue to enable voice conferencing for the Polycom voice system</li> </ul>
23	Wavenet Communications	Networks	Supplied and Installed an E1 Card (TLU76) for Wavenet Client – Ericsson AB Uganda on their telephony system MX-One TSW	<ul style="list-style-type: none"> <li>• Installed, configured and commissioned E1 services on the MTN network.</li> </ul>
24	Qualicoff (U) Ltd	Networks + Telco Reseller Services + Web Service	Supplied and installed Wireless IP-PBX, deployed internet solution, supplied 2 way radio solution, offered web services that is	<ul style="list-style-type: none"> <li>• Installed a wireless IP-PBX solution</li> <li>• Deployed an internet solution.</li> <li>• Supplied Motorola 2way radio solution</li> </ul>

			hosting and web development. Overall support for all services on a on demand basis.	<ul style="list-style-type: none"> <li>• Hosting of web domain and emails</li> <li>• Development of company website.</li> <li>• Offer on demand ICT support services</li> </ul>
25	Bio-Hygiene Ltd	Software + Cloud Hosting	Offered an ERP software solution for the retail business and offered a cloud hosted server.	<ul style="list-style-type: none"> <li>• Developed and setup ERP software.</li> <li>• Provided an annual cloud server service for the ERP application.</li> </ul>
26	Bio-Search (U) Ltd	Consulting + Software + Cloud Hosting	Consulted on ERP Software, Offered an ERP software solution for the retail business and offered a cloud hosted server.	<ul style="list-style-type: none"> <li>• Offered consulting services for ERP deployment.</li> <li>• Developed and setup ERP software.</li> <li>• Provided an annual cloud server service for the ERP application.</li> </ul>
27	Agape Medical Center	Networks + Software + Support services	Offered an ERP software solution for the medical services business and structured cabling solution	<ul style="list-style-type: none"> <li>• Developed and setup ERP software.</li> <li>• Offered a structured cabling solution for the medical center LAN.</li> </ul>
28	Lets Go / BCD Travel	Networks	Offered a structured cabling solution for their passive LAN	<ul style="list-style-type: none"> <li>• Design and implementation of passive LAN environment.</li> </ul>
29	Doti Com	Networks	Offered a turnkey call center solution for a Doticom client Uganda Police Force in Fortiportal built on the Grandstream UCM6510 IP-PBX	<ul style="list-style-type: none"> <li>• Design, supply and installation of a call center based on Grandstream UCM 6510 (E1 ready)</li> <li>• Offered a structured cabling solution for the call center.</li> <li>• Offered call center power solution.</li> <li>• Offered call center furniture.</li> <li>• Offered E1 setup services.</li> </ul>
	Afro Power Solutions Ltd	Telco Reseller services + Furniture	Offered and implemented an internet solution and custom built furniture fittings.	<ul style="list-style-type: none"> <li>• Deployed a wireless internet solution.</li> <li>• Supplied and installed custom built office furniture.</li> </ul>
30	JIL Insights Ltd	Presales Support	Offer Presales support on a number of JIL customers in the area of software applications	<ul style="list-style-type: none"> <li>• We have a partnership in place towards offering presales and implementation support in a bid to penetrate the SOHO &amp; SME market with cost effective software solutions</li> </ul>

31	ELAABS	Presales and implementation support	Offer presales, solution design and implementation support services for ELAAB client engagements in the areas of voice solutions, Access control & CCTV and structured cabling solutions.	<ul style="list-style-type: none"> <li>• We offer ELAABS bid support for their customer engagements in the areas of commercial and technical aspects.</li> <li>• We offer presales support for non-core service area of ELAABS with joint customer visits under their umbrella.</li> </ul>
32	Runway Networks	Networks	Offer 2 <sup>nd</sup> level support on voice (PABX) solutions for their customers. Runway in reciprocation offer Voitech on demand network support services for Voitech clientele.	<ul style="list-style-type: none"> <li>• Offer 2<sup>nd</sup> level voice support services on the core.</li> <li>• We have a partnership to support on network implementations and support of very big projects.</li> </ul>
33	GTI Pay	Networks	Supplied and installed a PBX solution for GTI Pay client - Unbound	<ul style="list-style-type: none"> <li>• We deployed and commissioned a wireless IP-PBX solution.</li> <li>• Supplied and installed Fixed cellular / wireless terminals for the IP-PBX.</li> </ul>
34	Express Logistics Group	Software	Development of ERP software to manage the transportation business arm.	<ul style="list-style-type: none"> <li>• We are developing an exclusive customized ERP software to managed the transportation business of the Group.</li> </ul>
35	Gold Star Resources - Ghana	Networks	Supply and installation of Ericsson software license and hardware for BP250 telephony system.	<ul style="list-style-type: none"> <li>• We successfully sourced and installed IPU licenses.</li> </ul>
36	Tanga Cement - Tanzania	Networks	Supply and installation of Ericsson hardware for BP250 telephony system.	<ul style="list-style-type: none"> <li>• Supplied and installed an E1 Card (BTUD) for their telephony system.</li> </ul>
	Vodafone Uganda	Networks	Solutions Partners	<ul style="list-style-type: none"> <li>• Offer Pre-sales and Sales support for internet and internet based services</li> </ul>
37	BAT Kenya	Networks	On behalf of Bushnet Ltd , Designed Installed and supported the client's Ericsson MD110	<ul style="list-style-type: none"> <li>• Robust cabled and wireless voice solution within the premises</li> </ul>

38	Nation Media group Kenya	Networks	On behalf of Bushnet Ltd , Designed Installed and supported the client's Ericsson MD110	<ul style="list-style-type: none"> <li>• Robust Voice solution within the premises</li> </ul>
39	WFP Somalia	Networks	On behalf of Bushnet , supported the clients Ericsson BP250 PABX	<ul style="list-style-type: none"> <li>• Integration of Telecom Lines into the system</li> </ul>
40	Tanzania National Parks Authority		On behalf of Tansoft Ltd, Supported the client's Ericsson BP250 PABXes for multiparty networking	<ul style="list-style-type: none"> <li>• Inter-branch voice communication between the numerous branches</li> </ul>
41	Immigrations Office Rwanda		On behalf of ATX Rwanda Technologies Rwanda, built a call center solution based on the Ericsson BP250 PABX	<ul style="list-style-type: none"> <li>• Active Call Center for the Government Department of Immigrations</li> </ul>
				<ul style="list-style-type: none"> <li>•</li> </ul>