

COMPANY PROFILE



Pemu Computer Services

About PEMU



Founded in June of 2017, PEMU Computer Services has grown to more than 10 Partners serving much of the Country.

PEMU was created specifically to address the IT needs for all sectors in the region. It combines best of products and technologies with local market industry knowledge and expertise to successfully address its customers' strategic business challenges. Being partners with HP, Apple, ESET, Microsoft, Kaspersky and other leading OEMs, it is both a hardware and software solution provider specialized in the support of Microsoft software portfolio, Oracle Solaris, Red Hat Linux, HP-Unix, IBM Aix, etc.

Quick response, prompt delivery and enterprise technical expertise are among the most important reasons for the company's successful growth over the years.

Vision

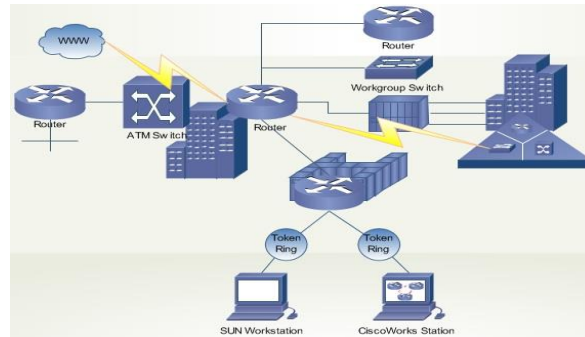
Our vision is to become the foremost company that works with corporations to align their ICT policies with their business objectives.

Our Mission

As the popularity of the internet continues to grow at an exponential rate, easy and affordable access is quickly becoming a necessity of life. Computer Services Shop provides communities with the ability to access the internet and share internet experiences in a comfortable environment by supplying most cost effective equipment and service as we trained professionals in Hardware and Software.

Network Design & Implementation

PEMU Network Design & Implementation services provide companies with network designs and implementation plans to meet business and user requirements. Emphasis is placed on new technology integration, future performance, security, flexibility, manageability and scalability.



- Architecture design
- Defining functional requirements
- Developing multi-brand integration plans
- Developing engineering specifications and technical documents
- Service level agreement and performance metrics
- Security and firewall design
- Proof of concept to validate design and meet requirements
- Performance, availability, scalability, manageability

Typical Scope of PEMU Network Implementation Services

A critical success factor in achieving the desired results of a brilliant network design is the quality and capabilities of the implementation team. You need engineers who know the products and have practical experience working in a multi-brand environment.

- Building Network Operations Centers
- Technology consolidation and simplification
- Reconfiguring and upgrading network elements, systems, and facilities
- Documenting the physical, logical network
- Router, switch configuration and installation
- Carrier service management
- Operating system migration and upgrades.

Server Migrations

- Initial Server Setup
- 24/7 Server Monitoring
- Server Tweaking
- Software Installation and Configuration
- Troubleshooting future issues
- Helpdesk and live chat assistance
- Backup Configuration



Construction of Data Centers

The construction of a data Centre can be a daunting task for a company or organization mainly because it requires knowledge of electricity, building, roofing, communications and others. PEMU can harness all these knowledge from within and outside the organization and deploy them for the benefit of the client.



Project Management



New Medium can provide professional project management for technology and non-technology projects. Our project managers are familiar with the Project Management Body of Knowledge (PMBOK) from the Project Management Institute (PMI).

We can create and execute a project with a scheduling tool such as Microsoft Project or with the addition of other tools and templates.

Hardware Repair/Upgrades



PEMU is a full service vendor with an intimate knowledge of most IT components including hardware, software, networks etc. which enables us to troubleshoot your system and perform computer repairs on problems no matter where they hide.

Cabling and Wireless Infrastructure



PEMU works with you to design world-class voice and data network infrastructures that are right for your company's needs.

As the prime or sub contractor, we provide comprehensive consulting and installation services to our corporate clients, network integrators, general contractors, architects and electrical engineers. To ensure system integrity and standards compliance, we work closely with your IT professionals or your partners.

Design and Installation Services

- Structured Cabling Systems
- Category 5E, 6, 6E & Fiber
- Fiber Optic and Copper, Riser and Backbone
- Outside Plant Cabling
- Enclosed Equipment Cabinets

- Open Racking Systems
- Computer Room Design, Installation and Furniture
- UPS System / DC Power Systems
- Wireless Networks

LAN / WAN service and design



- Switches & Routers
- Internet Services
- Wireless Access Points
- Remote Access Services
- Application Hosting Services
- Remote Monitoring Services

Proactive Services

Some of the many proactive IT maintenance services we offer include:

- Current system assessment
- Scheduled hardware maintenance (BIOS/firmware)
- Preventative software maintenance (security patches, fixes)
- Software version and license maintenance
- Remote performance and usage monitoring
- Establishing usage trends and projected needs (for planning purposes)
- Scheduled backups Offsite backup storage

Support

Service Agreements

We can customize our services for your specific needs without compromising your schedule or budget. We use a precise methodology to develop the right programs for our clients.

Our services delivery team will coordinate a planning session to present our solutions and review your requirements. We will then develop a comprehensive program and service level agreement (SLA) to fit your needs.

Model	Highlights
BREAK/FIX Next day SLA with fee per transaction	Utilize our on-demand model to minimize your monthly fixed costs. Some companies begin their Gurus2go program in the on-demand model and move to a maintenance contract as the installation base or company grows.
MIXED Customized programs for service reliability	In the blended model, we provide some services on demand and others via a maintenance agreement. Gurus2go will work with you to establish a blend of services that best fits your budget, scope of work, and end-user service requirements.
MAINTENANCE CONTRACT Highest SLA with a monthly fee per device	Contracted SLAs guarantee resolution within a specific timeframe. We offer an industry-leading user-friendly online portal that you can use to submit and track requests, or you can just call us and we'll handle the process directly.

Remote & Onsite Enterprise Service

Your remote team doesn't have the time to deal with downtime. That's why PEMU Computers offers two services options to quickly — and cost-effectively — get them back on their way.



When you or your employee submits a service request, we'll send a certified, insured PEMU Computer Services technician with the right certifications and expertise for the job.

PEMU Computers will manage the entire service process end to end — we'll diagnose the problem, schedule all appointments, order necessary parts, and complete the repair or installation to your demanding standards. We offer a variety of service plans to guarantee you the response time your organization needs.



For immediate support, your employee can initiate a remote support session online. We can diagnose and fix a wide range of problems including

- Software problems
- Virus and spyware removal
- Internet connection assistance
- Wireless network repair
- Networking issues
- General maintenance

Backup Management

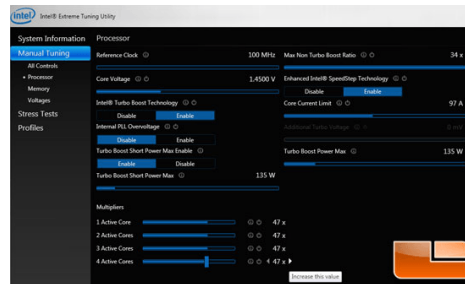
PEMU ensures that backup of operating system, database and application is performed as per customer policies. This is done by monitoring and enhancing the performance of scheduled backups, schedule regular testing of backups and ensure adherence to related retention policies.

It is also critical to ensure prompt execution of on-demand backups of volumes, files and database applications whenever required by customer or in case of upgrades and configuration changes to the system. PEMU does real-time monitoring, log maintenance and reporting of

backup status on a regular basis ensuring prompt problem resolution in case of failures in the backup processes.

It also undertakes media management tasks, including, but not limited to, tagging, cross-referencing, storing, logging, testing, and vaulting in fire proof cabinets (onsite and offsite).

Performance Tuning



Performance tuning is the improvement of system performance. This is typically a computer application, but the same methods can be applied to economic markets, bureaucracies or other complex systems. The motivation for such activity is called a performance problem, which can be real or anticipated.

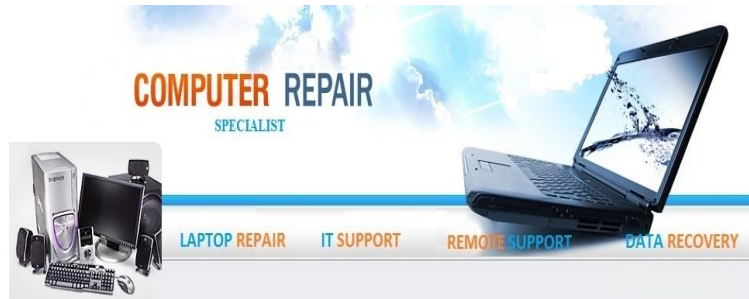
Most systems will respond to increased load with some degree of decreasing performance. A system's ability to accept higher load is called scalability, and modifying a system to handle a higher load is synonymous to performance tuning.

- Assess the problem and establish numeric values that categorize acceptable behavior.
- Measure the performance of the system before modification.
- Identify the part of the system that is critical for improving the performance. This is called the bottleneck.
- Modify that part of the system to remove the bottleneck.
- Measure the performance of the system after modification

Management & Staff

PEMU has some of best professionals in the ICT industry working for the company. The philosophy of the company is to employ only well qualified staff and to give them additional training for the jobs assigned to them. The company relies on both sound academic records and on-the-job training in making the staff selections. The senior positions are occupied by university degree holders while the operational staff has a combination of Polytechnic education with specialization in electrical or communication engineering. Our certified team of professionals has been trained with the latest industry certifications.

- Oracle Solaris Administration
- Oracle Solaris High Availability Clustering
- Sun SPARC Enterprise High-End/Mid-Range/Low-Level M-Series Support
- Sun SPARC Enterprise High-End/Mid-Range/Low-Level T-Series Support
- HP-UX 11iv3 Certified System Administration
- HP Storage Works Masters System Accreditation
- Storage Administration & Configuration (HP XP, EVA 8100, P2000, StorageTek 6400, EMC Data Domain, EMC Avamar Data Store...)
- NetApp Data OnTap Administration
- EMC Networker Administration
- Symantec NetBackup 7 Administration for Windows
- Veritas Storage Foundation for Windows Administration
- HP ProLiant ML/DL/BL Series Support
- IBM System x, power systems, & Blade Center Support
- HP/Compaq Platform Specialist
- Red Hat Linux Administration
- Virtualization Management (VMware, Hyper-V, IBM HMC, Solaris Zoning, Unix n-par)
- MCITP Microsoft Certified Information Technology Professional
- MCSE Microsoft Certified System Engineer (NT to Windows 2008)
- CCNA Certified Cisco Network professional
- 3Com Networked Telephony Specialist



- **Oracle** - Oracle Solaris System & Network Administration
- **Oracle** - Oracle 9i Database Administrator
- **Oracle** - Oracle 11i Database Administration
- **Microsoft** - Microsoft Certified System engineer (MCSE)
- **Microsoft** - Microsoft Certified System Administrator (MCSA)
- **Microsoft** - Microsoft exchange Server 2007
- **Microsoft** - Implementing Active Directory on exchange Server 2008
- **Microsoft** - Windows Server 2008 Active Directory Configuration
- **Microsoft** - Windows Server 2008 Network Infrastructure Configuration
- **Microsoft** - Windows Server 2008 Applications Infrastructure Configuration
- **Microsoft** - Introduction to Windows Server 2008
- **Microsoft** - Windows Server 2012 Active Directory Configuration
- **MCDST** - Microsoft Certified Desktop Support Technician
- **LINUX** - RedHat Linux essentials
- **HP** – HP-UX System & Network Administration
- **HP**- HP ProLiant ML/DL/BL Servicing
- **CCNA** - Cisco Certified Network Associate
- **CISCO** - Securing Networks with Firewalls
- **CISCO** - Building Secure Corporate VPN's

Our Products

Hardware Products

PEMU supplies hardware from a large array of brands ranging from servers, storages, desktop computers, notebooks, printers, network equipment, 9X Media conference screens, UPS power modules, room alert sensors, electronic accessories, digital photography equipments and firewall products.

Servers



Networking



Laptops



Storage



Desktops



Printers



Software Products

PEMU supplies software from multiple software vendors such as Microsoft, HP, Symantec, Computer Associates, Adobe, Macromedia, Network Associates, Trendmicro, Veritas, etc. Software licensing can be sometimes complicated. Our Software Procurement service consultants will recommend you the most cost effective and legal way to purchase required software

Microsoft Windows Server System	Symantec Net Backup	HP Insight Manager
VERITAS Storage Foundation	HP Service Guard	HP Storage Essentials
EMC Networker	HP Data Protector	Oracle Database
IBM System Director	Oracle Enterprise Manager	Solar Winds Orion

Our Clients

PEMU has several affiliate companies, some of which have implemented very important ICT projects in Zambia. Some of the organizations for whom PEMU has provided ICT solutions are:

- United Air Charters Zambia UAC
- Royal Chundu RC
- Maramba River Lodge
- Onadai Enterprise
- Munga Ecolodge
- Sussi & Chuma – Sanctuary Retreat

Our Partners

