



## Benefits

- Flexible, customized Service to meet your needs
- Assured Quality
- Quick Response Times
- Knowledgeable, dependable and highly trained support staff

Having specialised in the field of IT Service Management for the past decade, Quintica know what it takes to manage IT Services. With highly qualified industry expertise at your disposal, Quintica's Desktop Support Services ensure that your Organisation receives the best service available, enabling your key resource to focus on running your business, not IT.

### Solution Architecture:

Whether you're looking to outsource your IT Operations or Service Desk function(s) or the management of specific processes or services, Quintica has the experience and expertise to deliver the service you expect from your investment in IT.

Quintica's expertise in Service Management ensures that you receive the highest levels of service underpinned by a clearly defined and mutually agreed Service Level Agreement (SLA).

Quintica's resource are highly-trained, experienced and motivated ensuring that your support issues are consistently addressed quickly and competently.

### Related Services

IT Service Management Consulting  
ITIL Training  
Backup-as-a-Service  
Storage-as-a-Service  
Hosting Services

### About Quintica

Quintica is a quality driven, consulting, education, technology and managed service provider. We assist companies to meet their business objectives by understanding and bridging the gap between their defined strategy and operations.

We ensure the correct people, processes (operational & support) and technology are in place to support and deliver the key services your Organisation depends on; this is done using our proprietary methodology, the Q-Journey.

The Q-Journey is based on international standards and frameworks and is delivered through a collaborative approach to ensure the highest level of quality is maintained.

The Q-Journey focuses on helping Organisations manage their COSTS, CASH and CUSTOMERS to ensure long term business sustainability and covers the full spectrum from consulting and training to implementation and cloud computing services.

Quintica was founded in 2001 with a remit to create a classic Service Management company. In 2009, Quintica and the Eaton Group, a telecommunications infrastructure provider, saw an opportunity to extend an existing and very successful joint venture and the two companies merged.

Quintica has developed its business based on four core services; Information Technology, Business Management, Human Resources and Customer Relationship Management, each of which shares an objective to achieve and maintain global standards. Through these services we enable our clients to enhance their business, manage cash-flow, reduce their costs and attract new customers, resulting in businesses which stand head and shoulders above

the competition.

To deliver our promise, we access the widest array of specialist expertise. Our approach is a collaborative and consultative one, with no pre-subscribed solution, but rather a bespoke creation deployed to suit your specific requirements based around our methodology.

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