



Quintica Kenya

Bridging the divide between ITSM & Organisational goals

Quintica Kenya was opened in May 2009 and forms part of the larger Quintica group with offices in:

Nairobi | Kenya

Lagos | Nigeria

Johannesburg | South Africa

Dubai | United Arab Emirates

Many organisations face similar problems when it comes to information technology services. There is often a disconnect between what the business wants and what the IT Service Provider delivers.

Our role is to bridge these two sides and ensure that the IT Service Provider is empowered through the skills and knowledge to first understand and then deliver high quality services as and when required by the organisation.

This is not an easy task. It requires time and commitment from both sides to participate in defining the services used by the organization and how important each of those services are. Quintica assists all staff understand the value in looking beyond IT as a technology and helps them understand the importance of always thinking about the service being offered. We utilise tools that help IT Staff make the best use of their time this extends to offering direct services from our own facility.

Quintica's four pillars of business form the foundations for any organisation to build and deliver higher level of quality services to end users and customers alike.



Quintica's four pillars of business

For more information contact:

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- **Education:** providing accredited courses that teach people the value of structured working practices and how to apply these practices in a real, practical way – ITIL based.
- **Consulting:** looks at the business value of best practices when it comes to Risk, Service Management, Finance, Business continuity and more.
- **Tools & Technology:** applying the very best tools for the job offering full scoping, installation, configuration and support across any and every element of Information Technology.
- **Managed & Hosted Services:** delivering pre-built quality services allowing your organisation to focus on what is core, leaving the rest to us. Service include: off-site monitoring (base station, servers, generators, ATM's, etc), off-site data storage, hosting applications, etc.