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Preamble

3 Coconuts IT Solutions cc (3CITS) is a Black Economic Empowerment (BEE) Information Technology (IT) business which targets Small to Medium Businesses (SMBs) specifically with cost-effective solutions that allow established and emerging businesses to compete with larger corporations. We provide integrated IT and Business Solutions, packages and Support to Corporate enterprises, SMBs, and individuals. We strive to satisfy all our client's IT needs according to their Individual and specific portfolios. Through product and service excellence combined with outstanding value we are on the verge of establishing ourselves as a primary IT Solutions provider in all IT sectors of the South African market and beyond.

We also provide customer specific Service Level Agreements (SLAs) at affordable monthly rates to ensure that our customers receive the service they need.

Background

The motivation behind 3CITS has always been to work in areas where Personal Computers and Information Technology can make a positive & empowering difference to the quality of people's lives and work experience. For that reason, we have had an emphasis towards supplying turnkey PC-based IT solutions to SMBs and IT Professionals since our inception.

We have always believed that customers need solutions, not just isolated technological appliances. Whatever is supplied must be appropriate to the customer's needs and environment, therefore inevitably growing our endeavors into a plethora of products and services including:

- Networking
- IT Supplies
- Internet Bundles
- Software Development
- Consulting and Support.

Mission

Whilst the business landscape might change over the years, our core mission will remain the same: "To supply quality products and services with integrity, to organizations that make a difference."

Vision

We see ourselves actively contributing to the development and maintenance of up-to-date, tailor made IT solutions for our clients and their environments, while endeavoring to satisfy their unique needs in line with their business objectives and providing active support.

Scope

Our Scope is based mainly on Growth and Performance. One of the cornerstones of our organization is to follow government directive of development.

We affiliate ourselves with the best suppliers and service providers in the business.

We plan to:

- ✓ Run a successful IT Business
- ✓ Create IT awareness and its importance in our communities
- ✓ Increase IT literacy in the business environment
- ✓ Assist in reducing unemployment
- ✓ Contribute towards the improvement of our economy through sound business ethics while enhancing the lifestyles and IT experiences of our clients and staff.

Products & Services offered include:

Personal Computer Hardware & Software - We offer a full line of brand name and custom-built PC and Server hardware. Since we have always strived towards balancing quality with price, we can't guarantee the lowest prices but what we can ensure that our hardware is put together with the greatest care and using the best quality components. Quality Control checks are stringent, and we make sure customers receive a fully working and configured machine. Personal Computers and Servers can be built to specification. We only source equipment from suppliers with whom we have a relationship and whom we know can provide us good service and backup.

Computer Networking– 3CITS has technicians with years of experience with a great variety of Personal Computer Local and Wide Area Networks, from simple peer-to-peer printer sharing to multi-tier integrated systems. We are experts with Microsoft, Novell, and Linux Operating Systems, as well as Networking technologies and are committed to installing systems that are appropriate to the customer's needs and environment. Staff skills include Computer Science and Engineering graduates as well as Microsoft Certified and Linux Certified experts. We are not committed exclusively to any PC platform or operating system, and are happy to install and maintain the customers chosen solution, including hybrids, and whatever might be appropriate solution for the client.

IT Support Services

Our Support & Service Department has been a growth point. We recognized customer's needs to out-sourcing support services. This is often a formal service arrangement in the form of Service Level Agreements and Contracts, where customers receive a turnkey support service from us, in the form of structured services and Service Level Agreements. Our prime commitment lies with customers with whom we have signed and committed Service Contracts. This comprehensive service package results in a commitment from us for regular service according to the needs, as well as emergency response times and even full out-sourcing of IT servicing and support needs. We have a team of highly skilled support technicians to service our clients, and although we offer ad-hoc call outs, our priority is the customers with whom we have Service Contracts with Service Level Agreements.

Our Suppliers/Service Providers/Associate Companies

- ✓ Axiz
- ✓ IBM
- ✓ Comstek
- ✓ CableLink
- ✓ HP
- ✓ Pinnacle
- ✓ Drive Control
- ✓ Workgroup
- ✓ Dell

Directors

Simon Karanja (Damelin: B com-Information Management)

Abner Udali (Comp. Sci. Dip, MCE, LPI 1 & 2)

COMPANY DETAILS

Company Name:	3 Coconuts Its Solutions CC
Form of Incorporation:	Close Corporation
Registration Number:	CK 2008/140553/23
Members:	Simon Karanja (African) IT Administration and Support (3yrs) Abner Udali (African) Back Office Administration (8yrs)
Members Interest:	100% Membership
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