



Frontier Technologies

Company Profile

Frontier Technologies Limited



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Our Corporate Profile

Information and communication technologies can be powerful tools to maintain customer and supplier relationships, explore new markets, and create systematic records of management and financial information that can be effectively utilized for internal learning as well as reporting to external stakeholders. In the fast-moving and demanding world in which we live and work, once in a rare while comes along a company that actually delivers more than it promises, exceeding the customers' needs, beyond their expectations and imagination – A company that is dynamic, innovative and yet completely dependable. A company that raises the bar... That company is **Frontier Technologies**.

Frontier Technologies is a subsidiary of Computer Frontiers Inc. established in 1996 in the U.S.A Headquartered in Frederick, Maryland near Washington, DC with over 10 physical offices in Africa and has managed projects in over 36 African countries and a leader now in delivering cutting-edge information technology and business solutions. With our Annual turnover, projections and compliance as shown in the table below:

Audited Book of Accounts 2014	373,763.40 USD\$
Audited Book of Accounts 2015	482,258.57 USD\$
Annual Sales 2015	124,093.58 USD\$
Projections 2016	788,073.50 USD\$
Number of Employees	100-150 Globally
Tax Compliant	Approved by Uganda Revenue Authority(URA)
Public Procurement And Disposal of Public Assets Authority (PPDA)	Fully Registered



Please Note: We are also members of the American Chamber of Commerce and also ICT-The Uganda Business Process Outsourcing Association (UBPOA)

Frontier Technologies depends on its technically advanced next generation infrastructure to deliver best in class customer-aware and lifestyle-enhancing products and services that anticipate customers' needs. We understand that customers are on-the-go, busy and mobile and expect frictionless and seamless services. By deeply understanding the needs of customers – **Frontier Technologies** delivers the right products and services at the right time – helping customers simplify their lives, enabling them to transact their businesses and lives easily and ensuring a WOW user-experience from start to finish.

Frontier Technologies delivers its promise by adopting a:

Next Generation World Class Infrastructure: Using the "best of breed" innovative technologies that guarantee customers access to premium products and services which are highly scalable, energy efficient, at an optimal cost.

World Class Team: Highly experienced professionals with in depth business and technical knowledge across various industry verticals.

Efficient Processes: We develop our products and services by adopting internationally proven systems and processes and aligning them with industry standards and "best of breed" practices. This provides our customers with the optimum mix of high productivity and cost effectiveness combined with the freedom to focus on their core business.

Customer Centric Services: Every organization has unique requirements based on their particular operational and business needs. **Frontier Technologies** value-added services are modular and scalable to suit the clients' particular requirements which change dynamically over the lifecycle of their business, enabling them to meet present and future business challenges.

Responsive Customer Care: All our products and services are backed up by a rigorous customer satisfaction and feedback program, that are governed by quality accreditations and proven customer care methodologies, this ensuring that customer's interaction and experience with **Frontier Technologies** is of the highest standards and our service meets customer's expectation every time

Our Vision

To be a recognized world's leading next generation services provider who passionately serve communities around the globe.

Our Mission

To provide our customers with the highest possible level of service using the best available computer technologies in order to help them achieve their business and personal goals

Core Values

Visionary – Our enthusiasm for technological achievement enables us to imagine far-reaching possibilities and bring them to fruition – raising the bar for excellence.

Valuable – Our proven ability to deliver reliable, high quality products and services makes us an important asset to our customers, communities and shareholders alike.

Adaptable – We insist on evolving our organization to meet the needs of a changing world because this flexibility sparks our imaginations and empowers us to anticipate and surpass the expectations of customers.

Expansive – We're global in our perspective and desire to participate on a global stage. We are not limited by borders; we have the right recipe of philosophy, experience and attitude that will take us beyond.

Fun – We're passionate about the technology's potential to solve, satisfy and surprise. We love life and want to share our zest for life with the world.

Team Players – We're loyal, respectful and kind to all – not only within our organization and with our customers, but in all we do throughout the world.

Integrity – We're rock solid genuine. Our customers and partners can count on us. We deliver our promises and fulfill our commitments.

Confident – We're sure of our capabilities and goals and we have a thorough understanding of our customer needs – so thorough, in fact, we always push the limit to anticipate their needs for the future.

Our Services

Frontier Technologies improve organizations' operations through our selected services, delivering security, mobility and productivity. We pride ourselves on offering unrivalled levels of both expertise and service. We provide a varied range of solutions for all sizes of company, from the five-user office to the large global enterprise, across all sectors. Our extensive and varied experience allows us to offer our clients a wide range of systems and services which maximizes efficiency, increases productivity and delivers security, while also being cost-effective and adding real business value. Our range of services includes:

Call Center Services: Frontier Technologies has worked in 34 African Countries, and we have established a number of call centers to respond to the general public for 13 African countries for the US State Department and other governments, providing information about complex government related issues in plain language for the callers. We have been recognized with excellent customer services from those who used our systems and dealt with our agents. We've just completed the first year of work under this 10-year performance-based contract with the US Department of State. Our team has garnered a 96.3% satisfaction rate from our government clients, as well as from the general public. We manage and service roughly 200,000 applicant calls throughout the year. Our call center coordinates the service delivery, provides information to applicants from scripted responses, performs data intake, distributes letters by email and SMS text to callers, and provides online chats and other services.

Website development and hosting - We can realize your web project from A to Z. We analyze your web needs to materialize them into an efficient web solution (web site, web service...). We host your web sites in a secure environment. You won't have to take care about security and back up issues; we do the job for you.

E-Commerce solutions - Based on the experience acquired in its success story, Frontier Technologies, ICT Synergy has decided to share its developed e-Commerce platforms and make it available for customers as a complete and intuitive e-Commerce platform. The solution is built by shop owner for shop owners.

Online Backup – What is the most valuable in a company? The answer is its data. What's the most neglecting in a company? The answer is again data! We have the online



backup solutions that fit your needs. You won't have to worry about security and back up issues.

Supply of Computer Equipment - Our goal is to make the IT infrastructure become so reliable, pervasive and simple to use.

Frontier Technologies is in the business of satisfying customers. With our aim being to deliver the best products, the best service, and the best value in the industry. Our direct customer relationship gives us unmatched ability to anticipate, understand and address our customer's needs.

We are oriented as a Value-Focused computer Equipment Distributor; and will give honest advice with the service and support, as well as supply the quality components you expect.

Our local presence allows us to give unsurpassed service to our customers & community. By adding value to every step of your purchase cycle, we can help streamline your company's procurement process, decrease your costs, and save you time.

Network installation and management - We provide ICT infrastructure outsourcing solutions for the management and the support of your network, servers and computers. Our outsourcing contracts reduce the total cost of ownership (TCO) of your ICT infrastructure due to the fact that our contracts are cheaper than managing yourself your infrastructure (with dedicated resources or with punctual interventions of third party) while keeping high service level agreement (SLA).

IT Management Solution - One of the most important decisions you have to make is which Remote IT Management solution to use for your business. We offer a fast, friendly, reliable and professional service through our IT consultants and IT support technicians both for home users and business.

Remote management solutions have to be functional and secure. We ensure confidentiality of your data together with integrity for any transmitted data.

With our Remote IT Management service you will add value to the way you manage your infrastructure equipment. Operational and maintenance costs will be reduced; security and access will be enhanced.

IT Support - The IT Support we offer can accomplish various tasks such as: Install, configure & patch your computer system with the latest windows updates, Carry out full system reports, online backup for the important data of your business, upgrades, system repairs, all performed by expert IT consultants and technicians. There are Internet and Intranet Solutions we



can offer for all business users.

You can reduce your IT costs by using our remote computer support service, and for a cost effective business model such a strategy is proven to be successful. Business users of our services will be able to focus on their primary area of interest to develop their business and let us handle the IT support they need.

Using our services for On-site Hardware & Software Support you will quickly overcome any interruptions of your normal business flow.

Typical IT support services we offer include Network Security, Computer Support, IT Support, Computer Services, IT Solutions, IT Management, Wireless Network Maintenance, Microsoft Support, Software Support and Data Recovery.

Computer Repair and Maintenance Services - We are providing quality computer repair at Frontier Technologies. If you have problems with your PC, contact us and one of our local repair technicians will be working on any computer problems you might experience.

A PC technician will offer you professional service at affordable prices. Whether you need pc repairs, computer upgrades, you want a virus removed, or installation of operating system, just use our 24/7 service to solve your computer related problems.

We can also offer computer maintenance service and computer support at the most affordable prices you can find in Uganda .Whether you use window xp, window vista, window 7, for pc maintenance, computer repairs, computer support let us help you in solving your problems. For computer repair service, contact us and you will be pleased to have chosen us.

Below is the list of clients we have offered this service:

- ❖ Family Health International (FHI)
- ❖ Green Hill Academy
- ❖ Radio One
- ❖ Management Science for Health (MSH)
- ❖ Google Uganda
- ❖ Shell Uganda
- ❖ Jhpiego Uganda
- ❖ Medical Access Uganda
- ❖ Uganda land Alliance
- ❖ Diakonia
- ❖ Windle Trust
- ❖ Joint Medical Stores



IT consultant - There is an old adage that says ‘You can’t see the woods for the trees’ and it is nowhere more prevalent than in the hectic world of an IT Department of an SME. With this in mind Frontier Technologies & Services Ltd., have put together a team of IT Specialists to form Frontier Technologies Consultancy with the sole aim of assisting IT Directors and Managers through review, strategy and management of aspects that will enhance your organization’s IT Infrastructure.

Frontier Technologies Consultancy Services are available in response to a wide range of requirements with full documentation reporting.

These include: LAN Assessment Review, Hardware Audit, LAN Optimization Review, LAN Security Review, Disaster Recovery Review, Project Management, Strategy Plan, Escalation Management, Service Review and Pro – Active Server Monitoring.

Frontier Technologies Consultancy Services recruits staff capable of promoting a progressive environment and strategic investments are made to continuously train our specialists. Our dedicated team of consultants and engineers is therefore in a position to offer you, the customer the ultimate solution. Our team will undertake site-surveys, full specifications through cabling to commissioning, training and technical support contracts.

ICT Equipment Cleaning - ICT equipment and data room is one of the company’s most important assets. It therefore makes good sense to keep it clean, free from dirt and bacteria and in good working order. Equally important is choosing the best company to clean it for you. Frontier Technologies has been carrying out specialist ICT equipment cleaning services and has become an authority in this sector. Our clients range from large enterprise to smaller businesses and encompass all sectors of the market. Our service is adaptable for any job - big or small.



PASCO®

Partners with Frontier

Technologies to supply scientific laboratories

PASCO's goal – is to create innovative products that exceeded existing offerings or that were completely new to the marketplace. We also strive to accomplish that goal while always having an eye on helping educators stretch their budgets as far as possible without ever compromising on quality.

For the first few decades Pasco's focus was on first-rate physics apparatus, something that is still one of our hallmarks today. Then Pasco branched out into being one of the first companies to offer probeware solutions: sensors, interfaces and data collection and analysis software. From there on offerings just continued to grow. Anywhere Pasco saw an opportunity to put new tools in the hands of educators they developed what they felt were the best products in the market to fit that need.

That drive to innovate continues to this day. And the first questions when creating new products are still "How will this help teachers?" and "What makes this product our products different?"

Easy to Use

Students using PASCO solutions range from elementary school children doing basic investigations on heat with a temperature probe to university students determining Planck's constant with our Photoelectric Effect System.

Support

Frontier Technologies is proud of the Partnership we have with Pasco and the products and solutions that are created and manufacture by Pasco. Which is why we are committed to supporting those products and solutions as fully and completely as possible.



Frontier Technologies

Our Client



BRITISH AMERICAN
TOBACCO



an affiliate of Johns Hopkins University



Cornell University



Nationwide® Google



UGANDA
COMMUNICATIONS
COMMISSION



World Food
Programme



TRANSPARENCY
INTERNATIONAL
UGANDA

Conclusion

Today's IT projects bring about more than just functional challenges. Issues such as security, scalability, redundancy, information architecture and speed of performance are just a few of the criteria that must be evaluated in the early stages of planning an information technology project.

Our experienced team of IT consultants can handle projects large and small, from needs assessment through to implementation. It is our hope that you will afford us the opportunity to demonstrate our unique and innovative concepts by appointing us as your ICT service provider.