

Modelink Zambia Limited



Doing IT Right. On Time. Every time.

About Modelink Zambia Limited

WHO WE ARE

MODELINK Zambia Limited is a privately owned and registered company that specializes in Information and Communication Technology (ICT), Engineering Services, and Business Transformation.

Established in 2020, MODELINK Zambia Limited has a track record of successfully completing projects within budget and to a high standard, while also focusing on growth and meeting global standards. MODELINK has expanded its focus in the engineering industry as well as Cybersecurity and Cyber resilience portfolios.

With extensive knowledge and expertise in cybersecurity, cyber resilience, data backup, data storage, Electrical Power backup, Electrical Engineering, Physical security such as CCTV and Access Control, MODELINK delivers innovative, practical solutions tailored to clients across diverse sectors. From financial institutions and NGOs to multinational corporations, government agencies, and private enterprises, MODELINK stands out as a trusted partner in implementing and provisioning cutting-edge ICT business solutions.

MODELINK also provides consultancy in Strategy Formulation/Evaluation, Change Management, Corporate Governance and Governance of Strategy and Risks.



OUR VISION

To pioneer a collaborative ecosystem by uniting diverse experts in delivering innovative solutions that outperform expectations. By breaking down silos, we solve challenges smarter, propel client success, and foster a culture of excellence together.



OUR MISSION

Our mission is to provide quality, innovative, customer-centric, and cost-efficient services and products to our clients. We strive to meet the needs of a diverse range of customers, from non-profit organizations and small to medium-sized businesses to large companies and multinational organizations. Our goal is to exceed our clients' expectations and create a positive experience for them, turning each customer into a brand ambassador for MODELINK.



CORE VALUES

1. **Integrity is Everything:** We conduct our business with the highest level of integrity.
2. **Insightful Expertise:** Staying ahead of the curve is how we drive value for our clients through innovation and agility.
3. **Service Excellence:** Delivering differentiating and customer obsessed business outcomes is key to our growth and success.
4. **Safety, Health, and Environment (SHE):** We champion workplace safety and sustainability, ensuring a secure environment for our team and minimizing our environmental impact



COMPANY OBJECTIVES

1. To position ourselves as trusted strategic partners, empowering clients by seamlessly integrating organizational and technical strategies with their core business objectives to drive sustainable growth and success.
2. To enable clients to focus on their core business operations by expertly managing their technical needs.
3. We aim to surpass expectations by crafting innovative, customized solutions that drive exceptional customer satisfaction.



Our Operating Philosophy



At MODELINK, we are dedicated to delivering technical solutions that meet the highest industry standards through continuous innovation and improvement.

Our commitment to excellence ensures top-tier service quality, leveraging the best local and global resources to help clients adapt swiftly to evolving market demands.

With a proven track record in advanced project planning and execution, we support businesses countrywide. Through ongoing refinement and service expansion, we stay ahead of industry advancements

our highly skilled and driven team operates under strict adherence to both local regulations and internationally recognized industry standards across all our service areas. By integrating best practices from global leaders with deep regional expertise, we guarantee the implementation of safe, reliable, and high-performance solutions tailored to each client's specific operational requirements.

Through rigorous training, continuous professional development, and a commitment to operational excellence, our staff ensures that every project meets the highest benchmarks for quality, efficiency, and compliance. This disciplined approach allows us to consistently deliver solutions that not only fulfill but exceed our clients' expectations, fostering long-term trust and success.

Managed Services



MODELINK specializes in providing a range of ICT solutions, including:

- Hyper-Converged Infrastructure solutions for Hybrid Cloud and Multi-Cloud environments
- Data Backup, Cloud and on premises.
- Internet of Things (IoT) resource management platform with Artificial Intelligence (AI) Analytics
- Cloud-based security solutions, including Managed Security Service Provider (MSSP) platforms for incident and problem management, governance and security guidance, and physical surveillance security solutions with CCTV and AI analytics capabilities
- Data Centre Virtualisation Infrastructure support and maintenance
- Optical fibre installation and maintenance
- LAN structured cabling and maintenance, and Multi Vendor System Integration
- Data Centre and Systems Integration and IT Managed Service Provider
- Core banking and POS systems installation and support services
- Electrical Power Solutions
- Video Conferencing Solutions
- We also provide a wide range of services that help businesses to improve their operations, security, customer retention, business continuity and communication. With a team of experts in various fields, we offer best solutions that meet the needs of our clients.

Contact Centre Solutions



MODELINK offers comprehensive Contact Centre Solutions, both on premises and in the Cloud.

The Omni Channel Contact Centre solution integrates with chatbot, social media, voice, ticketing, and email capabilities. The Contact Centre solution supports the integration with various communication platforms such as SMS, Video, WhatsApp, and social media. It also has an embedded Machine learning capability that improves employee satisfaction and enhances the customer experience.

All Our solutions are designed to provide you with the flexibility and scalability that you need to keep pace with the ever-changing demands of your business. Whether you're looking to implement a new Contact Centre or upgrade your existing one, we can help you to find the right solution that meets your needs. Voice over IP (VOIP) installations. Telepresence and Video conferencing. We also provide IP Phone and PABX installation, support and maintenance solutions.

Cybersecurity and Cyber Resilience



Cyber resilience strategy guarantees business continuity by providing benefits beyond increasing an enterprise's security posture and reducing the risk of exposure to its critical infrastructure. Cyber resilience helps to reduce financial loss and reputational damage by enabling an organization to continue business operations despite a cybersecurity breach or data loss incident.

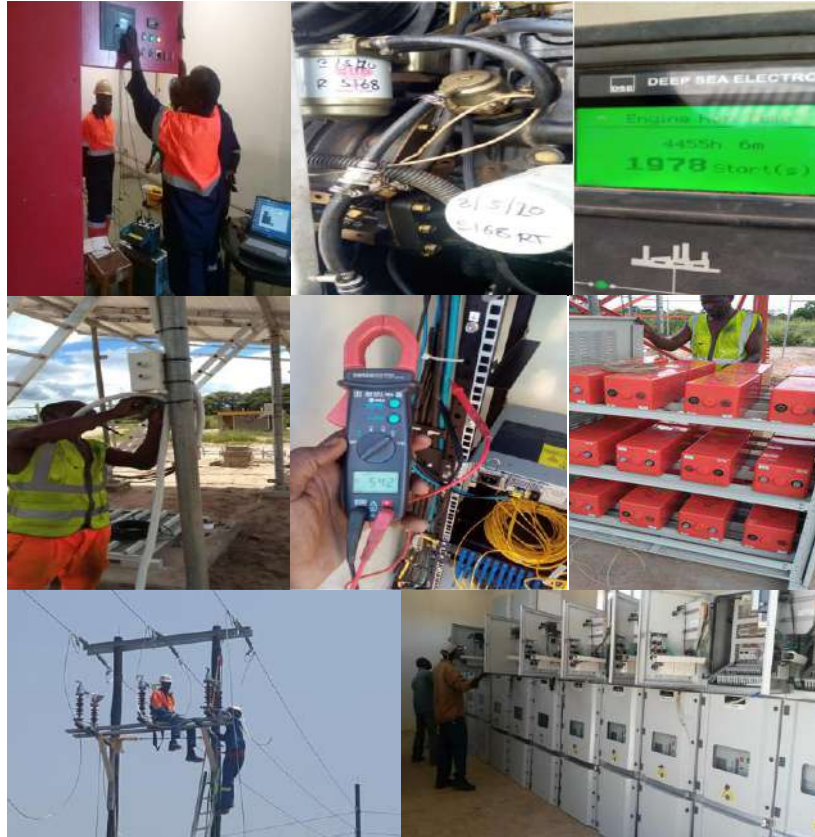
- Cyber threat intelligence.
- Privileged Access Security Solution.
- Application access manager and Endpoint privileged Manager
- Cyber Academy.
- Phishing simulation and security control assessment.
- Vulnerability Assessment
- Patch management Endpoint.
- Full disk Encryptions.
- Endpoint protection/ Antivirus.
- Next generation Firewalls
- Network Access control.
- Web security gateway.
- Email security gateways
- Data Leakage protection / DLP.
- Web Application Security/ WAF.
- Database Activity Monitoring & Firewall.

Electrical Power and Power Backup Solutions

MODELINK offers a range of Electrical Power backup Solutions, including:

- Supply, installation, and maintenance of Electrical Systems, such as Uninterruptible Power Supplies (UPS)
- Undertaking Load Analysis and battery run down test/assessment
- Undertaking load analysis, battery run down test and Assessment
- Supply, installation, and maintenance of Inverters, Gensets, and Solar Energy systems.
- Design, supply, implementation, and maintenance of Solar Energy solutions for both ON and OFF grid applications
- Installation and maintenance of switchgear and protection equipment, as well as pole and ground-mounted transformer substations
- Supply, Installation and Commissioning of Power Protection Systems
- Construction, Installation and Maintenance of Electrical Power Systems
- Sub-station and transformer maintenance

Our team of seasoned experts stays at the forefront of the latest technologies and industry best practices, ensuring our clients receive top-tier solutions and services. Whether you require installation, maintenance, or upgrades for your electrical power systems, we are committed to delivering cost-effective, reliable solutions tailored to your unique needs.



Supply, Delivery and Installation Services



MODELINK offers a wide range of equipment supply and installation services, including:

- CCTV and Access Control Accessories
- Computer peripherals, scanners, and printers
- Point of Sale (POS) Systems
- Various computer software
- Video Conference Systems
- Solar panels, Inverters, and Solar batteries
- Optical fibre cables and accessories
- Electrical Power Equipment and Accessories
- Telecommunications equipment
- Networking devices, such as Cisco Switches and Routers.
- Fortinet Networking & Security appliances
- Dell/Lenovo/HPE Servers and Storages Solutions
- Dell/Lenovo/HP Laptop/Desktop Computers and Accessories

Our team of experts will assist you with the selection, installation, and maintenance of the equipment that you need to run your business effectively. Whether you're looking for new computers, printers, or networking devices, we will provide you with the best options and help you to get them up and running as quickly as possible.

Some Products and Services Offered

No.	Products	Services
1	Cisco	SDWAN, Networking and Security
2	HP/Dell Servers	Data Centre, Virtualization, Storage Infrastructure
3	Ruckus	Networking, Wireless networking,
4	OpenVox/ <u>Yeastar</u>	Call Centre, VoIP gateway Services
5	<u>Veeam</u> / Veritas	Data backup, Data Replication and Protection
6	<u>Victron</u>	Green Energy and Power backup solutions
7	Kaspersky	Network, Email and Spam security, IT Governance
8	GFI Essentials	Network, Email and Spam security, NOC and SOC
9	Microsoft	Windows, Infrastructure and Cloud services
10	Fortinet	On-premise and cloud security, SDWAN, Networking
11	<u>Nutanix</u>	Hyper-Converged Infrastructure

Our Strategic Alliance Partners



Registered Partner



AUTHORIZED PARTNER



Some of Our Customers



Contact us on:

**LET'S CREATE
GREAT STORIES
TOGETHER!**

Phone: +260976472388

Email: sales@modelinkzm.com

Website: www.modelinkzm.com

Plot 3020 Mosi-O-Tunya Road, Woodlands
Roundabout, Lusaka Province, ZAMBIA.