




www.it-response.com |  (+ 230) 467 6542
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Beau-Bassin, Mauritius



Our Specialisation

- Systems engineering
- IT Maintenance
- Information / Systems security
- Design and enhancement of enterprise applications

Our team

- Kishan Ramiah – System Engineer and Director
- Ashwin Mattan – System Administration / IT Technician
- Sheroze Peerbux– IT technician / Cabling specialist
- Shane Ramiah– Software Developer – Web / ERP

Our referrals

- La Prudence Leasing Ltd
- Wally Plush Toys Ltd
- Tropical Submarine Safari Ltd(Blue Safari)
- Etude Ng Wong Hing
- Credit Guarantee Insurance Co Ltd

Methodology

- Free audit of IT systems, tools and requirements
- Submission of proposal
- Intervention over a period of 1 to 12 months



Systems engineering

Since its inception, IT Response has been involved in the development of management and control systems that serve to facilitate the tasks of managers and operators in driving enterprise performance enhancements.

Our solutions and services are applicable to a wide range of activities and trades, to enterprises operating in various sectors, from startups to large businesses while ensuring legal compliance as well as the implementation of best practices.

IT Maintenance

Sign up for our **IT equipment maintenance Pack** to

- Get the most out of your equipment by ensuring that they are up-to-date and in perfect running condition
- Ensure that your electronic data and network is safe from potential threats
- Drive the development of your IT support facilities as per your evolving operation needs

Our team will help you maintain an efficient IT support system adapted you the needs of your activities. Counseling for your strategic choices includes : advice on equipment acquisition, implementing sector specific applications (expert systems), changing of service providers, preparation of bids and proposals requiring IT inputs. We also manage for your convenience, the After Sales Service from your equipment and software suppliers to ensure that you benefit from all of your product warranties.

Information Security

Information systems and their security is taking a strategic importance at enterprise level. It is essential to protect electronic data (confidential information, financial information etc.) and the network infrastructure from internal and external security breaches by preventing unauthorised access. In order to ensure an optimal level of security for its clients, IT response intervenes in the conception and engineering of enterprise-wide Information Security Systems . Our solution is packaged to include all the essential components required to sustain optimal and secure enterprise performance in compliance with statutory and regulatory requirements regarding information access, security and privacy.

Development of an Enterprise-wide Information Security Program includes: Initial technical assessment, Planning, Design & Engineering of information security system, Application development and acquiring security systems, Implementing security system and stress testing, Monitoring of attacks, Training users on security protocols, Developing best practices and security standards, Creating and testing disaster recovery procedures to keep IT running in the event of a security breach, Data backup and disaster recovery planning, Evaluation of Information Security System for the purpose of third party certification (if required).

Design and enhancement of software applications / Website

Software applications enable enterprises to solve problems, making data available for end-user's convenience. Undoubtedly you have processes that are unique to your organisation. When you need to optimise your current business applications and integrate processes, IT Response can help by building apps that provide intuitive, anytime, anywhere access and control of operational information and business intelligence.

Our services for the design and enhancement of enterprise applications range from the development or enhancement of your web site to making a systematic use of your enterprise data by using an ERP. Enterprise applications may be designed, deployed and adapted to your changing needs, while keeping in mind the need for tailored interfacing facilities and reporting requirements for your various internal / external stakeholders.



Kishan Ramiah – Systems Engineer and Director

Kishan, 48 years is specialised in systems architecture development and the management of databases. He has worked in the leading corporates in Mauritius where information and systems need to be maintained at a high level of quality, trustworthy, cost efficient and schedule compliant. Kishan has worked for Datamatics Computer Centre, La Prudence Assurance, Compagnie Mauricienne de Textile Ltee, HOLCIM and State Bank of Mauritius Ltd. He has developed a complete hands-on expertise in the development and use of information systems for enterprise development to the satisfaction of stakeholders and customers.

He is particularly interested in sectors and activities where he has sound understanding of the back office operations. In the last 20 years he has been closely in touch with the needs of enterprise leaders, which now allows him to better measure, assess and analyse enterprise requirements. He always adopts a global perspective of projects and initiatives and client requirements in order to put forward the most pertinent and efficient solution. His MQA approved trainer certification also enables enterprises to benefit from the financing of his capacity building interventions that are associated with his support. He is a certified Cable Installer by LEGRAND.

Ashwin Mattan – IT Technician and Systems Administrator

Ashwin has a strong experience of computers, laptops, UPS and servers, He has a good understanding of how these equipment as he has been providing hardware installation, repairs and maintenance support for many leading hardware suppliers in Mauritius, namely Power Plus Ltd, Professional Technologies LTD, ACD Computers and Sodibur. He is very versatile in diagnosing computer problems, monitoring computer processing systems, installing software and perform tests on computer equipment and programs. He is also proficient in setting up computer equipment, scheduling maintenance and teaching clients to use programs.

He also pursued further studies in networking (design, installation, testing and configuration) and Network Administration at IT Response. Ashwin has successfully completed CompTIA certifications: A+ (Hardware), S+ (Server) and N+(Network) . He will be completing the Certified Microsoft (MCSE 2012) by then end of this year. As a systems Administrator, Ashwin ensures the IT systems of clients are running and tools are performing at their optimal level (applications, network, databases, mailings etc.) He ensures that

operations are coherent, information is made accessible in a secure manner, the configuration of network and server is kept up to date and the architecture of the information system is made to evolve in line with changing enterprise requirements.

Sheroze Peerbux – IT Technician and Cabling/ Electrical Specialist

Sheroze has a strong experience of IT Technologies . He has developed sound knowledge of data cabling and commissioning of network systems while being at IT Response and is now able to handle CAT 5E or 6 network projects of over 100 network nodes . He has also been trained to perform network and electrical testing using specialised equipment from FLUKE networks.

Sheroze holds a Higher School Certificate and will be completing the CCNA & CCNP certification by the end of this year. He has the responsibility of monitoring and maintaining the business backbone over which all other systems rely and which is crucial to the achievement of business goals.

Shane Ramiah – Software Engineer - Web / ERP

Shane holds a B.Sc. (Hons) Degree in Computer Science and Engineering. He broadens the experience of the IT Response team and possibilities of value addition to our client by bringing along his experience as Software Engineer of Ceridian, Application Performance Management Specialist AFRICAN Bank, NEDBANK and TELKOM SA all based in South Africa.

IT Response(KRsols LTD) has been incorporated on the 01st of July 2011 by Kishan Ramiah – following his 6 years of activity as entrepreneur.

Our office is located at **10 François Lim Avenue, Roches Brunes, Beau Bassin, Mauritius**

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- Certificate of incorporation no: 103714

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Our customer referrals :

| Name | Sector | Entreprise name | Contact details |
|-----------------------|-------------|-----------------------------------|--|
| Yannick Lai | Finance | La Prudence Leasing Ltd | 212-9370 operations @prudenceleasing.com |
| Toni Waller | Manufacture | Wally Plush Toys ltd | 233 1081 twaller@wallyplush toys.com |
| Varsha Dookun Pavaday | Legal | Mardemootoo Solicitors | 212-1150 v.dookunpavaday@mardemootoo.com |
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