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1. INTRODUCTION

NAIS Kenya Ltd (NAIS) specializes in providing cost-effective Information Technology consultancy & software solutions to private organizations and government institutions.

We are a company managed by experts in the industry.

We have a wide range of experience in Information Technology having worked in major projects in various industries in the country.

We are & have been involved in the analysis, design, and development of various information systems under projects in industries ranging from airlines, universities to health management organizations.

Our experience past and present involves working with state of the art industry approved development tools. Whether one needs a fast to market management system, e-business system, mobile business system or a way of integrating and deploying one’s existing operations on the Web. Our persistence in research and development ensure that we offer services that are current and acceptable throughout the whole world.

We further pride ourselves in service delivery, prompt response to issues and client interaction.

2. PORTFOLIO – Custom Software

<table>
<thead>
<tr>
<th>Client</th>
<th>Application /Software Implemented</th>
<th>Technology Used</th>
<th>Client Contacts / Reference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Genius Health Ltd</td>
<td>AfyaKamili-Mobile Medical Access Solution (USSD &amp; SMS)</td>
<td>PHP/MySQL</td>
<td>Peter Waweru C.E.O 0711983568</td>
</tr>
<tr>
<td>IIEC (In Partnership with Next Technologies)</td>
<td>National Electronic Votes Tallying Software (Using Mobile Phones)</td>
<td>PowerBuilder Ver 9.0 / MySQL 5.0</td>
<td>Vincent Rariwa M.D 2725287</td>
</tr>
<tr>
<td>MasterMind Tobbaco</td>
<td>Barcode Scanner Solution</td>
<td>Java/XML/Mysql</td>
<td>Audrey Wanja I.T Manager 822728</td>
</tr>
<tr>
<td>KASNEB</td>
<td>Human Resource &amp; Payroll System</td>
<td>PowerBuilder Ver 9.0 / SQL Server 2000</td>
<td>Mr. Njaramba Chief Officer MIS Divison 2712640</td>
</tr>
<tr>
<td>MAGNATE Ventures</td>
<td>Human Resource &amp; Payroll System</td>
<td>PowerBuilder Ver 9.0 / SQL Server 2000</td>
<td>Jane Wanjohi HR Manager 550950</td>
</tr>
<tr>
<td>HFCK</td>
<td>PRODUCTION - ATM Reconciliation System</td>
<td>PowerBuilder Ver 9.0 / MySQL 5.0</td>
<td>Mr. Jacob Wambua Head of I.T 333910</td>
</tr>
<tr>
<td>Stanbic Bank</td>
<td>AirTime Purchase Reconciliation System</td>
<td>PowerBuilder Ver 9.0 / SQL Server 2000</td>
<td>Mr. Moses Murigi I.T 342771</td>
</tr>
<tr>
<td>Kenya Airways</td>
<td>1.E-Ticket Database. 2.Conversion Software</td>
<td>PowerBuilder Ver 9.0 / Oracle 9i</td>
<td>Raphael Kangethe OutstationManager6422439</td>
</tr>
<tr>
<td>Pan Africa Life Assurance Ltd</td>
<td>SMS Management System</td>
<td>PowerBuilder Ver 9.0 / MySQL 5.0</td>
<td>Mr. Joseph Wamwea I.T Manager 247600</td>
</tr>
<tr>
<td>DOD</td>
<td>I.T Department Helpdesk System</td>
<td>PowerBuilder Ver 9.0 / Oracle 9i</td>
<td>Colonel Kameru 883277</td>
</tr>
<tr>
<td>Windle Charitable Trust</td>
<td>Windle Charitable Trust Skills &amp; Human Resource Database</td>
<td>PHP/MySQL</td>
<td>Mr. Samuel Mwangi Account/Finance 570956/576919/22</td>
</tr>
</tbody>
</table>

Company Profile .................................................................................................................................................. 1
06/01/2014
<table>
<thead>
<tr>
<th>Company</th>
<th>Application</th>
<th>Technology Details</th>
<th>Contact Person</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tibbet &amp; Britten (Exel Kenya)</td>
<td>Human Resource System</td>
<td>PowerBuilder Ver 9.0 / SQL Server 2000</td>
<td>Agnes Gichuki</td>
</tr>
<tr>
<td>Resolution Health</td>
<td>Medical Membership &amp; Claims Management System</td>
<td>PowerBuilder Ver 9.0 / Oracle 9i</td>
<td>Mr. Newton Nderitu</td>
</tr>
<tr>
<td>Highland Surveyors</td>
<td>Human Resource &amp; Payroll System</td>
<td>PowerBuilder Ver 9.0 / SQL Server 2000</td>
<td>Mr. Kubasu</td>
</tr>
<tr>
<td>Kenya Methodist University</td>
<td>Registry &amp; Timetabling System</td>
<td>PowerBuilder Ver 9.0 / Oracle 9i</td>
<td>Prof. Mugambi</td>
</tr>
<tr>
<td>Population Services</td>
<td>Helpdesk System</td>
<td>PowerBuilder Ver 9.0 / Oracle 9i</td>
<td>Pam Mutua</td>
</tr>
<tr>
<td>Eveready Batteries</td>
<td>Helpdesk System</td>
<td>PowerBuilder Ver 9.0 / Oracle 9i</td>
<td>James Muriithi</td>
</tr>
<tr>
<td>Ebony Foundation</td>
<td>SMS Management System</td>
<td>PowerBuilder Ver 9.0 / MySQL 5.0</td>
<td>Mr James Maina</td>
</tr>
<tr>
<td>Virtual Group (Virtual SAT, Virtual Mobile, Virtual City)</td>
<td>Human Resource &amp; Payroll System</td>
<td>PowerBuilder Ver 9.0 / SQL Server 2000</td>
<td>Daniel Kimunguyi</td>
</tr>
<tr>
<td>Wrigleys E.A</td>
<td>Oracle Re-installation and Re-configuration</td>
<td>Oracle 9i</td>
<td>Godwin Kaptoge</td>
</tr>
<tr>
<td>KPLC</td>
<td>PowerBuilder Software</td>
<td>PowerBuilder Software</td>
<td>Johnson Ole Nchoe</td>
</tr>
<tr>
<td>KCB</td>
<td>PILOT - ATM Reconciliation System</td>
<td>PowerBuilder Ver 9.0 / MySQL 5.0</td>
<td>Mr. Wasilwa</td>
</tr>
<tr>
<td>Consolidated Bank</td>
<td>PILOT-ATM Reconciliation System</td>
<td>PowerBuilder Ver 9.0 / MySQL 5.0</td>
<td>Mr. Muli</td>
</tr>
</tbody>
</table>
3. PORTFOLIO – Custom Software (Cont…)

<table>
<thead>
<tr>
<th>Client</th>
<th>Application /Software Implemented</th>
<th>Technology Used</th>
<th>Client Contacts / Reference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Glacier Products Ltd</td>
<td>Petty Cash Management and Mobile Sales Capture</td>
<td>PowerBuilder Ver 9.0 / MySQL 5.0</td>
<td>Patrick Mwagiru Accountant</td>
</tr>
<tr>
<td>Silverstone Tyres</td>
<td>Petty Cash Management</td>
<td>PowerBuilder Ver 9.0 / MySQL 5.0</td>
<td>Patrick Mwagiru Accountant</td>
</tr>
<tr>
<td>D-NET Internet Service Provider (Jakarta, Indonesia)</td>
<td>Petty Cash Management System</td>
<td>PowerBuilder Ver 12.0 / MySQL 5.5</td>
<td>Bustam +62 21 2850 7000 <a href="mailto:trimitra-mk@dnet.net.id">trimitra-mk@dnet.net.id</a></td>
</tr>
<tr>
<td>Wainainchi Marine Products</td>
<td>ACCPAC ERP 100 Accounting Software/Implementation</td>
<td>ACCPAC</td>
<td>Mohammed Usman <a href="mailto:usman@wainainchimarine.com">usman@wainainchimarine.com</a></td>
</tr>
<tr>
<td>Kenya Aids Control Project</td>
<td>Store Management Software</td>
<td>PowerBuilder Ver 12.0 / MySQL 5.5</td>
<td>Tony Kariri IT Manager</td>
</tr>
</tbody>
</table>

4. PORTFOLIO - Websites

✓ Hotel Central Park: [www.hotelcentralpark.net](http://www.hotelcentralpark.net)
✓ Powermax Electrical Merchants: [www.powermaxea.com](http://www.powermaxea.com)
✓ Chema Safaris: [www.chemasafaris.com](http://www.chemasafaris.com)
✓ Federation of Women Entrepreneur Associations (FEWA): [www.fewa.or.ke](http://www.fewa.or.ke)
✓ Organisation of Women in International Trade (OWIT) – Nairobi Chapter: [www.owitnairobi.org](http://www.owitnairobi.org)
✓ Superior Purifiers: [www.superiorpurifiers.com](http://www.superiorpurifiers.com)
✓ Space Engineering Ltd.: [www.space.co.ke](http://www.space.co.ke)
✓ Seedcol Global Shipping: [www.sgs-eastafrica.com](http://www.sgs-eastafrica.com)
✓ FlexAfrica Ltd.: [www.flexafrica.co.ke](http://www.flexafrica.co.ke)
✓ Hotel Intra Africa – Juba South Sudan: [www.hotelintra-africa.com](http://www.hotelintra-africa.com)
✓ Lost Identity Documents: [www.mylostidentity.com](http://www.mylostidentity.com)
✓ Expeditions Kenya: [www.expeditionskenya.com](http://www.expeditionskenya.com)
✓ Polucon Ltd. (Web Design) – [www.polucon.com](http://www.polucon.com)
✓ The Olive Gardens Hotel. (Web Design and maintenance) – [www.theolivegardens.com](http://www.theolivegardens.com)
✓ Achievers Ltd. (Web Design and Online HRM System development, maintenance) – [www.achievers.co.ke](http://www.achievers.co.ke)
✓ Surfside Beach Villas (Web Design) – [www.surfbeachvillas.com](http://www.surfbeachvillas.com)
5. OUR PRODUCTS

5.1 Off the Shelf Products

✓ NAIS-Medical: Membership & Claims Management System
✓ NAIS-Registry: University/College Registration Management System
✓ NAIS-TimeTable: University/College Timetabling System
✓ NAIS-SMS: SMS Management System
✓ NAIS-SMS Banking: SMS Banking System
✓ NAIS-Helpdesk: I.T Support and Inventory System
✓ NAIS-HR: Human Resource, Payroll and Time & Attendance system
✓ NAIS-ATM: ATM Reconciliation Management System
✓ E-PAD – Electronic data capture Device and solution (Automatic Data Entry)
✓ SALES CAPTURE on ANDROID – Mobile Sales System for IDEOS
✓ Store Manager - Stores Management and Requisition System
✓ Your Money & You: Personal Money Management System
✓ Petty Cash Manager: Petty Cash Management System
✓ Your BUSINESS Manager: SME Business Management System

5.2 Custom Solutions Interfaces

✓ Mobile Solutions
✓ SMS Management
✓ ACCPAC Supply & Implementation
✓ Finger Print Solutions
✓ SMART Card Solutions
✓ Barcode Solutions
✓ Legacy System Integration
✓ Conversion Systems
✓ Election Results Transmission (Mobile & Computer based)

We are also able to create custom solutions as per your requirements.
6. IMPLEMENTATION METHODOLOGY

The following is the proposed implementation methodology for corporate products & custom solutions:

- Project Introductory Meeting
- Requirements Definition
- Detailed Analysis Of Process (Clarification)
- Design (Functional & Technical)
- Progress meeting
- Rapid Development Methodology
  1. Step 1: Initiate and Analyze
  2. Step 2: Design and Develop
  3. Step 3: Test and Implement
- Installation, Configuration And Testing Of The System
- Progress Meeting
- Training
- Implementation Meeting
- Implementation
- Post Implementation Support
- Evaluation For Handing Over Meeting
- Handing Over

N.B There are provisions for technical and functional walkthrough discussions throughout the project at either party’s request.

7. IMPLEMENTATION PLAN

The following is the proposed implementation plan for corporate products & custom solutions:

1. REQUIREMENTS DEFINITION
2. DETAILED ANALYSIS OF PROCESS
3. DESIGN
4. DEVELOPMENT
5. INSTALLATION, CONFIGURATION AND TESTING OF THE SYSTEM
6. TRAINING
7. IMPLEMENTATION
8. POST IMPLEMENTATION SUPPORT
9. EVALUATION FOR HANDING OVER
10. HANDING OVER
## OUR TEAM

<table>
<thead>
<tr>
<th>NAME</th>
<th>DEGREE/PROFESSIONAL QUALIFICATIONS</th>
<th>YRS</th>
<th>SPECIFIC PROJECTS</th>
<th>TECHNOLOGY USED</th>
<th>ROLE</th>
</tr>
</thead>
</table>
- KPLC (Kenya): Incidence Management System  
- Mediplus Medical Management System  
- Methodist University – Registry & Timetabling system  
- Resolution Health Medical Management System  
- Kenya Airways - E-Ticket Database  
- Pan Africa Life Assurance Ltd-SMS Management System | Project Management  
**Programming Languages** PowerBuilder, Visual Basic, Oracle Developer, C++  
**Database Systems** Oracle, Sybase, SQL-Server, MY-SQL, Access  
**Web Application Tools and Technologies** Dreamweaver MX  
**Application Servers**: Sybase EAServer  
**Web Servers**: Apache, Dynamo, Personal Web Server | PL   |
- Northern District Council (South Africa): billing system  
- Bamburi Cement (Kenya): payroll system support  
- ZESA (Zimbabwe Electricity Supply Authority) billing System  
- Resolution Health Medical Management System  
- Kenya Airways - E-Ticket Database  
- Pan Africa Life Assurance Ltd-SMS Management System | Programming Languages  
**Powerbuilder, Java, Visual Basic, C++, Pascal, C++, Cobol, Oracle Express, Access**  
**Database Systems** Oracle, SQL Server, MySQL, Access, Sybase, FoxPro, Dbase  
**Web Application Tools and Technologies** Dreamweaver MX, JavaScript, VBScript, PHP  
**Application Servers**: Sybase EAServer, MIIS  
**Web Servers**: Apache | SSA  |
<table>
<thead>
<tr>
<th>Name</th>
<th>Education</th>
<th>Experience</th>
<th>Roles</th>
</tr>
</thead>
<tbody>
<tr>
<td>Joseph Kiarie</td>
<td>B.A Sociology, IMIS Advanced Diploma, IMIS Diploma, Microsoft Certified Systems Engineer (MCSE)</td>
<td>11</td>
<td>Roles</td>
</tr>
</tbody>
</table>
|                |                                            |            | (PL) Project Leader
This person will be the single point of contact for all questions from the client team. He works closely with the Client Project Manager to ensure that the customers’ expectations are being met and ensuring that the project time lines are adhered to. |
|                |                                            |            | SSA Senior Systems Analyst
This person is responsible for analysis, design and development of the system as per the requirements specification. He is intimately familiar with the processes for which the software will be developed. This person also has a clear understanding of the technologies being proposed for utilization. |
|                |                                            |            | IR Implementation Representative
This person is responsible for the testing, training, implementation, post implementation and support of the system. |
| Isaac Gathii   | B.Sc. Computing And Information Systems   | 3          | Roles                                                                                                                                 |
|                |                                            |            | (PL) Project Leader
This person will be the single point of contact for all questions from the client team. He works closely with the Client Project Manager to ensure that the customers’ expectations are being met and ensuring that the project time lines are adhered to. |
|                |                                            |            | SSA Senior Systems Analyst
This person is responsible for analysis, design and development of the system as per the requirements specification. He is intimately familiar with the processes for which the software will be developed. This person also has a clear understanding of the technologies being proposed for utilization. |
| Shadrack Kirui | Web and Graphic Design Adv. DIP          | 11         | Roles                                                                                                                                 |
|                |                                            |            | (PL) Project Leader
This person will be the single point of contact for all questions from the client team. He works closely with the Client Project Manager to ensure that the customers’ expectations are being met and ensuring that the project time lines are adhered to. |
|                |                                            |            | SSA Senior Systems Analyst
This person is responsible for analysis, design and development of the system as per the requirements specification. He is intimately familiar with the processes for which the software will be developed. This person also has a clear understanding of the technologies being proposed for utilization. |
|                |                                            |            | WD Web Designer
This person is responsible for all website development. |

**Company Profile**

**Roles**

(PL) Project Leader
This person will be the single point of contact for all questions from the client team. He works closely with the Client Project Manager to ensure that the customers’ expectations are being met and ensuring that the project time lines are adhered to.

(SSA) Senior Systems Analyst
This person is responsible for analysis, design and development of the system as per the requirements specification. He is intimately familiar with the processes for which the software will be developed. This person also has a clear understanding of the technologies being proposed for utilization.

(IR) Implementation Representative
This person is responsible for the testing, training, implementation, post implementation and support of the system.

(WD) Web Designer
This person is responsible for all website development.

Company Profile………………………………………………………………………………………………………………………………………………………………………..8
06/01/2014
9. TRAINING APPROACH

The following is our training approach:

- Identification of different system users. E.g Executive, Management, Others
- Minimum computer skills required. (Basic Internet access skills) this determines effectiveness of training.
- Users without the Basic Internet access skills will take an additional 5 hrs to familiarize themselves with the internet environment which will be the environment of the proposed system.
- User training grouping. As per the following functionalities:
  1. PROCESSING-Data capture, validations etc/process flow. (1 week 2 hrs a day)
  2. REPORTS & TRACKING -How to generate the reports with various criteria/print outs. How to track assignments given.(2 days 3 hrs a day)
  3. SECURITY, ACCESS AND ADMINISTRATORS MANAGEMENT-Configuration, security, access levels, employees/users management. (2 days 3 hrs a day)

- Training Schedule
- Training
- Training Evaluation and recap session

10. SERVICE LEVEL AGREEMENT (SLA)

This document serves as a set of guidelines to inform decision making within NAIS Kenya Ltd (NAIS) as well as a guide for clients to better understand the Information Systems support services provided by NAIS. The document is limited in scope in that it sets official policy for providing help through the HelpDesk.

By setting down these policies and channeling requests for help through the HelpDesk we hope to provide better service, have an accurate profile of user needs, and demonstrate the appropriate level of staff needed to handle the volume of requests.

In developing this document, NAIS assumes that training is an important aspect of effective support for the use of information systems. Through tracking the kinds of support requests received at the HelpDesk, NAIS plans to develop and offer timely and appropriate training sessions.

1.1 Who Is Covered Under This Agreement

This agreement is intended to cover all NAIS Clients.

1.2 Methods of Contact

The NAIS HelpDesk acts as a central point of contact for all support, software questions and consulting, software installations, and software troubleshooting. Clients may submit requests sending e-mail to support@naiskenya.co.ke, or by calling (254)-020-2025886. Please note that due to staffing limitations phone support may not be immediately available at all times.

Emergency numbers for Saturdays, Sundays or Holidays are: 0722/0733 – 524106.
1.3 Hours of Operation

Assistance will normally be available from 8:00 AM to 5:00 PM, Monday through Friday, except on holidays. Phone coverage may not be available at all times due to staffing limitations. Requests can be submitted via email 24 hours a day.

1.4 Responsibilities of Those Making a Request

Before contacting the Helpdesk, users should exhaust all avenues of assistance including their own internal support departments. For functional assistance the Help utility that is built into each application and/or peers/users in the department should be the first reference.

1.5 Software Support

Software support is broken into two categories; fully supported and not supported, these are described in more detail below.

NAIS will develop a list of users (coordinators) of software packages who are willing to serve in a peer software support role. This support may provide quicker assistance. However contacting the HelpDesk for software support is entirely appropriate if peer assistance is not available or is insufficient to solve the problem. The list of users who are willing to provide peer support will be posted once it is available.

**Fully Supported**
NAIS will install, troubleshoot, and help in the use of all purchased client applications.

**Not Supported**
NAIS will not assist in installing, using, or troubleshooting any products purchased from other software vendors.

1.6 Hardware Support

All Hardware related issues are to be handled by the client. In case a request for support is attributed to a hardware fault after visiting the site then NAIS Kenya Ltd will raise an hours work order to cater for this.

1.7 Responsibilities of NAIS

NAIS, using tracking software, will maintain records of incoming requests – telephone calls, e-mails – as they are received. If a user reaches a person by telephone the Helpdesk staff member will try to determine the nature of the problem and refer the query to the appropriate specialist. Based on the “Priorities and Response Times” statement below the requests will be answered. However a Helpdesk staff member will make personal contact with the requestor within seven working days.

1.8 Priorities and Response Times

The HelpDesk will use the following guidelines in prioritizing requests and will strive to begin working on the problem within the target timeframe. Actual response times may be shorter or longer depending on the volume of requests at any one time. However a minimum of 80% of all requests will be satisfied within the targeted response time.
<table>
<thead>
<tr>
<th>Priority</th>
<th>Criteria</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Affects everyone; or is mission critical and there is no workaround available. Examples: Software Bugs, Application not responding or users cannot work. (Not hardware or Network related)</td>
</tr>
<tr>
<td></td>
<td>Immediate response within 2 working hours for Nairobi area and 1-3 working days for outside Nairobi.</td>
</tr>
<tr>
<td>2</td>
<td>Hardware Failure</td>
</tr>
<tr>
<td></td>
<td>2 weeks for delivery after placing order but temporary equipment will be provided in order for service to continue.</td>
</tr>
<tr>
<td>3</td>
<td>Additional reports</td>
</tr>
<tr>
<td></td>
<td>Within two working days.</td>
</tr>
</tbody>
</table>

- Target Response Time is defined as the time between receipt of the call and the time than a Support Team member begins working on the problem. Due to the wide diversity of problems that can occur, and the methods needed to resolve them, response time IS NOT defined as the time between the receipt of a call and problem resolution.

### 1.9 Rights and Responsibilities of users

**All Clients**
The client will be responsible for managing user rights and security within the system. NAIS will not be responsible for creating users and giving rights within the system.

After initial installation, training, implementation and handing over the client will be responsible for all subsequent client installations, additional training and basic administration of the system.

### 1.10 Maintenance by NAIS

In order to maintain good order and security, NAIS support team may perform normal system maintenance activities on their own initiative (Subject to Maintenance Contract). Such system maintenance activities include, but are not limited to, monitoring disk and other resource quotas, monitoring backing up systems, and modifying, repairing, and updating database and application software.

### 1.11 NAIS Responsibility to Maintain Privacy and Confidentiality

Information Digital or Otherwise is to be treated as the private, confidential property of the Client.

More specifically:
1. NAIS employees may have access to client information. They must not randomly read or browse the information.
2. Furthermore, they are to keep all information they may see in the course of carrying out their duties confidential.
3. They must not tell anyone else what they may have viewed as to content or category nor may they take action to benefit themselves or others from any information gained through their access to systems, information administered by NAIS.
4. No information gained inadvertently or otherwise by NAIS staff through their access to client systems may be used to further their own interests.
5. However, if an NAIS staff member should inadvertently gain alarming information, they will communicate their concerns to the appropriate persons identified by the client.
11. THIRD PARTY VENDORS

NAIS are a certified SYBASE RESELLER PARTNER dealing with PowerBuilder Application development tools and SYBASE DBMS among other SYBASE products.

12. CONTACTS

Antony Kuria Ng'ang'a
Chief Executive Officer

NAIS Kenya Ltd
East End Plaza 1st Floor
Bukani Rd off Muthaiti Av.
Nairobi West
Opp Equator Hospital
P.O Box 62-00202 Nairobi, Kenya
Tel: 254-20-2025886
Cell: 254-0722/0733-524106
Website: www.naiskenya.co.ke