



SYSTEMS LIMITED

EST. 2014 · NAIROBI · EAST & CENTRAL AFRICA · ED. 2026

# COMPANY PROFILE.

The systems integrator behind banks, parastatals, cooperatives, universities, hospitality and mission-led organisations across East and Central Africa.

**11YR**

IN MARKET SINCE 2014

**80+**

ENTERPRISE CUSTOMERS

**2x**

COUNTRIES · KE & UG

**20+**

TECHNOLOGY PARTNERSHIPS

# We build the infrastructure that East Africa runs on.

Ryantel Systems is a network and IT infrastructure integrator headquartered in Nairobi, with a regional office in Kampala. Since 2014, we have designed, built, secured and maintained the systems that keep enterprises in our region operating — from contact centres and core networks to cybersecurity, surveillance and unified communications.

Our customers are the banks that handle East Africa's deposits, the utilities that keep its lights on, the universities that train its next generation, the cooperatives that finance its small businesses, and the missions that serve its communities. They choose us because we deliver what we promise, document what we install, and stay around long enough to maintain it.

## Three commitments that shape how we work — and one discipline.

### 01 · OUR MISSION

#### **Elevate the practice of IT infrastructure design and delivery in our markets.**

We package modular best-fit services to the unique requirements of each customer, and we embody best practice in every facet of our organisation.

### 02 · OUR VISION

#### **The consulting and technology partner of choice across East and Central Africa.**

And the preferred home for the best IT talent in the region: a place where engineers do their finest work and stay to do more of it.

### 03 · OUR APPROACH

#### **Tier-one engineering, modular delivery, lifetime relationships.**

We design with equipment and methods that have proven themselves at scale. We document everything we build. We measure ourselves by how long our customers stay with us, not how quickly we can close a sale.

### 04 · OUR DISCIPLINE

#### **What we install, we can maintain. What we maintain, we can replace.**

Every engagement assumes a multi-year horizon. We design for serviceability, hand over with as-built documentation, and stay close through SLA and AMC programmes for the equipment we deploy.

# Two offices. One region. Eight practice areas.

HQ · NAIROBI · 36.82°E  
1.29°S

3rd Floor, Josem Trust Place,  
Bunyala Road (behind NCBA HQ)  
P.O. Box 21112-00100 Nairobi  
+254 709 425 000  
info@ryantelsystems.com

REGIONAL · KAMPALA ·  
32.58°E 0.35°N

Block 665, Level 2, Buganda Road,  
Kampala GPO  
+256 722 961 547  
info@ryantelsystems.com

PROJECT ENGAGEMENTS

Kenya · Uganda · Zambia (Lusaka)  
Six anchor sectors: financial  
services, government, education,  
NGO, corporate, hospitality.

## One integrated delivery team.

01 · FLAGSHIP → PG.04

### Contact Centre & Customer Experience

Cisco UCCE/UCCX with Expertflow omnichannel and  
Eleveo workforce optimisation. A specialist practice few  
peers can match.

02 → PG.05

### Network & Connectivity

Wired, wireless and SD-WAN on Cisco, HPE Aruba,  
Ubiquiti, HPE and Huawei infrastructure. 100+ deployments  
delivered.

03 → PG.05

### Cybersecurity & Compliance

Next-generation firewalls, endpoint protection, PKI and  
zero-trust segmentation for regulated environments.

04 → PG.06

### Physical Security & Surveillance

IP-CCTV, access control, biometric attendance, intrusion  
detection and video analytics, predominantly on Hikvision.

05 → PG.06

### Collaboration & Productivity

Unified communications, video conferencing, interactive AV  
and IP telephony for distributed and hybrid teams.

06 → PG.07

### Data Centre, Cloud & Continuity

Server-room build-outs, virtualisation, backup and disaster  
recovery, including active-active architectures.

07 → PG.07

### Structured Cabling

Cat5e through Cat7 and fibre optic, certified to  
manufacturer warranty with Fluke DSX-5000 testing.  
Giganet certified.

08 · RECURRING → PG.08

### Managed Services & SLA

Annual maintenance contracts and SLAs that keep what we  
install running, year after year.

**+ Advisory & Consulting · cross-border:** independent advisory for cooperative societies and financial institutions  
navigating digital transformation, including pan-African work with ACCOSCA.

# Contact Centre & Customer Experience.

A complete contact-centre stack: routing, recording, workforce optimisation and omnichannel experience, integrated by people who have done it before.

Most integrators in our region can sell a PBX or a soft-client. Few can stand up a true contact centre that handles inbound and outbound voice, omnichannel customer journeys, agent scoring and quality, schedule adherence and forecast-based workforce planning — all wired into the systems your CX team already uses.

We can. We have invested in three specialist platforms that, together, deliver enterprise-grade contact-centre operations: Cisco UCCE and UCCX as the routing and ACD core, Expertflow for omnichannel customer interaction layered over Cisco, and Eleveo for call recording, screen capture, agent evaluation and workforce optimisation.

Yeastar and Mind CTI extend the practice into mid-market and billing-aware deployments. Commpeak provides global SIP trunking when international voice is required.

THE STACK	
Routing & ACD	CISCO UCCE / UCCX
Omnichannel CX	EXPERTFLOW
Recording & WFO	ELEVEO
SMB voice	YEASTAR
Billing & analytics	MIND CTI
Global SIP	COMMPEAK

**3x**  
SPECIALIST PLATFORM INVESTMENTS

**UCCE**  
CISCO DEPLOYMENT EXPERIENCE

**24/7**  
SLA-BACKED CC OPERATIONS

**EAC**  
REGIONAL DELIVERY & OPERATIONS

## 02 · Network & connectivity.

Branch-to-headquarters WANs, data centre fabrics, campus LAN refreshes, enterprise wireless, and the SD-WAN architectures replacing MPLS for multi-site organisations. We have delivered networks for utilities at national scale, banks operating regulated branch networks, universities running multi-campus connectivity, and SACCOs whose member-facing systems demand both reliability and cost discipline.

Every deployment includes electronic plans, as-fitted drawings, IP schema documentation, change-management hand-over and a clear maintenance pathway.

VENDOR STACK	
Enterprise routing & switching	CISCO · HUAWEI
Campus & data centre	CISCO · ARUBA · HP
Wireless LAN	UBIQUITI · ARUBA · CISCO
SD-WAN & branch	ADAPTIV · CISCO
Network management	MULTI-VENDOR

**100+**  
NETWORK DEPLOYMENTS

**5x**  
VENDOR ECOSYSTEMS

**AMC**  
MAINTENANCE CONTRACTS

## 03 · Cybersecurity & compliance.

Banks, microfinance institutions, SACCOs and parastatals operate under regulation that demands more than perimeter security. We design layered defences — next-generation firewalling, segmentation, endpoint detection and response, identity and certificate infrastructure — and pair the technology with the policies, runbooks and documentation that auditors and regulators look for.

We work with established global vendors through specialist distribution channels: genuine product, current firmware and proper licensing rather than grey-market alternatives.

SECURITY STACK	
Next-gen firewalls	FORTINET · PALO ALTO
Endpoint protection	EDR-GRADE
PKI & certificates	DIGICERT
Segmentation	ZERO-TRUST
Compliance documentation	AUDITOR-READY

**FS**  
FINANCIAL-SERVICES GRADE

**PKI**  
CERTIFICATE AUTHORITY  
INFRA

**24/7**  
SLA MONITORING OPTIONS

## 04 · Physical security & surveillance.

Physical security is no longer separate from IT. Modern surveillance, access control and intrusion detection are network-attached, software-defined and increasingly integrated with HR, time-attendance and customer-experience platforms. We design and install the full estate — IP cameras, NVRs, biometric and RFID access, time-attendance, video door-phones and the analytics layer that turns recorded video into operational intelligence.

Sites delivered include corporate headquarters, microfinance branch networks, education campuses, factories and hospitality venues.

SECURITY STACK · HIKVISION-LED	
IP-CCTV systems	INDOOR · OUTDOOR · PTZ
Network video recorders	MULTI-CHANNEL NVR
Access control	PIN · RFID · BIOMETRIC
Time & attendance	FACE / FINGERPRINT
Video analytics	OPERATIONAL INTEL

**IP**  
 NETWORK-NATIVE, NOT  
 ANALOG

**MULTI**  
 MULTI-SITE CENTRAL  
 VIEWING

**SLA**  
 MAINTENANCE AVAILABLE

## 05 · Collaboration & productivity.

Hybrid working is permanent. Boardrooms need to be bridges to remote participants; branch offices need to feel like extensions of headquarters. We design and install Microsoft and Cisco unified communications backbones, room-system video conferencing, and interactive AV for boardrooms and training facilities.

We pay particular attention to AV in the room itself: CleverTouch interactive displays, professional-grade microphones and cameras, ceiling speaker arrays — the hardware that makes a video meeting feel like a real meeting.

COLLABORATION STACK	
Unified comms	CISCO · MICROSOFT TEAMS
Video conferencing	ROOM SYSTEMS · CLOUD VC
Interactive AV	CLEVERTOUCH
IP telephony	CISCO · YEASTAR
Global SIP trunking	COMPEAK

**UC**  
 UNIFIED COMMS PLATFORMS

**VC**  
 BOARDROOM & CLOUD VIDEO

**AV**  
 INTERACTIVE ROOM AV

## 06 · Data centre, cloud & continuity.

Our data-centre work spans the physical layer (cabinets, power, cooling, environmental monitoring), the compute layer (servers, storage, virtualisation), the protection layer (backup, replication, off-site storage) and the planning layer (business-continuity and disaster-recovery procedures). For multi-site customers we deploy active-passive and active-active architectures so an outage at one location does not become an outage of the business.

We pay close attention to documentation: rack elevations, IP addressing schemes, runbooks, and the recovery procedures that need to work at three in the morning when the people who built the system are not in the room.

DC & CONTINUITY STACK	
Server room fit-out	CABINET · POWER · COOLING
Compute & storage	HP · LENOVO · MULTI-VENDOR
Backup & replication	30-MIN RPO OPTIONS
DR procedures	ACTIVE-PASSIVE · ACTIVE-ACTIVE
Off-site backup	CLOUD · REMOTE-SITE

**RPO**  
FROM 30 MINUTES

**A/A**  
ACTIVE-ACTIVE OPTIONS

**DOC**  
AUDITOR-READY HANDOVER

## 07 · Structured cabling.

Cat5e through Cat7 and fibre-optic plant, certified to manufacturer warranty with Fluke DSX-5000 testing and as-built documentation on every drop. Most of our network projects are not just cabling, and not just active equipment — they are both, delivered as one engagement, with site documentation and an SLA on top. Giganet certified.

**CAT7**  
COPPER THROUGH CAT7

**FIBRE**  
SPLICING & CERTIFICATION

**FLUKE**  
DSX-5000 TESTED

**WTY**  
MANUFACTURER WARRANTY

# Managed services & SLA operations.

Annual maintenance contracts, service-level agreements and outsourced IT operations that keep what we install running, year after year.

A meaningful portion of our customer base has been with us for more than five years on continuous AMC and SLA programmes. Wanandegé SACCO, for instance, has trusted us with annual maintenance of their networking estate since 2020 and is currently in their multi-year renewal cycle. That kind of relationship is not won at procurement; it is earned, ticket by ticket, response by response.

Our managed services bundle the elements an internal IT team would otherwise have to assemble: round-the-clock monitoring, predictable flat-rate pricing that does not spike when something breaks, defined response times by severity, on-site engineering when required, and quarterly business reviews that show how the estate is performing.

PROGRAMMES	
Tailored packages	BY ESTATE & SIZE
Predictable pricing	FLAT-RATE, NO SURPRISES
24x7 monitoring	NOC-GRADE ALERTING
Defined response SLAs	P1 / P2 / P3
On-site engineering	REGIONAL COVERAGE
Quarterly reviews	ESTATE HEALTH REPORTING

**5YR+**  
LONGEST CONTINUOUS AMC

**24/7**  
MONITORING & ALERTING

**FLAT**  
PREDICTABLE MONTHLY  
PRICING

**QBR**  
QUARTERLY BUSINESS  
REVIEWS

# Storage you buy once. Modern forever.

Everpure (formerly Pure Storage) — the all-flash data platform that the world's most demanding banks, utilities and research institutions run on. Designed, deployed and maintained by Ryantel across East and Central Africa as an authorised regional partner.

## Why enterprises move to Everpure

One unified platform for block, file and object workloads — for organisations done with the five-year tech-refresh cycle and the risky migrations traditional storage forces on them. One operating model replaces a data centre full of silos.

The difference is the Evergreen architecture: controllers and capacity refreshed in place, no downtime, no re-buying the terabytes, software or controllers you already own. Support pricing stays flat year on year; cyber-resilience, snapshots, replication, encryption and monitoring are included rather than licensed line by line.

FlashArray covers block and file; FlashBlade covers high-throughput file and object — with headroom for the AI and analytics workloads now arriving. Portworx brings full enterprise data services to any Kubernetes platform, and immutable SafeMode snapshots turn a ransomware incident from days into minutes.

As an authorised Everpure partner, Ryantel owns the full lifecycle — design, procurement, implementation and SLA-backed support — the same way we maintain everything we install.

### THE PLATFORM

Block & file — FlashArray  
Fast file & object — FlashBlade  
Lifecycle — Evergreen//Forever  
Storage as a service — Evergreen//One  
Kubernetes data — Portworx  
Cyber resilience — SafeMode snapshots  
Management — Pure1 · Fusion

**12x**

CONSECUTIVE YRS GARTNER  
MQ LEADER

**3YR**

EVERGREEN CONTROLLER  
REFRESH

**4.9★**

GARTNER PEER INSIGHTS ·  
98% RECOMMEND

**0RPO**

K8S REPLICATION VIA  
PORTWORX

# The work, with the receipts.

UTILITY · NATIONAL SCALE · CASE FILE KP1/9A.2/OT/023 & /037

## Kenya Power — Contact Centre & Voice Gateway

Two competitive national tenders: IP PBX & contact centre systems on a two-year subscription and maintenance contract, plus voice gateway supply and installation. When millions of customers call about power, our systems answer.

ENERGY · SD-WAN · 2023–2024

## KenGen — High-Availability Internet Edge

Adaptiv ELFIQCORE-3 link-balancer pair: multi-ISP circuit aggregation, application-aware steering, sub-second failover, centralised management — the stack that underpins the Ryantel SD-WAN offer.

HIGHER EDUCATION · MULTIPLE PHASES · 2020–2026

## Zetech University — Campus Cabling & Layer-3 Refresh

Campus passive plant paired with a 10G Layer-3 core (USW-Pro-Aggregation, 28x10G SFP+), 8x 48-port PoE access switches and campus wireless — ~210 faceplates, 600 patch cords, progressively densified across six years.

PUBLIC SECTOR · TWIN CAMPUS · 2023 · REF KMTC/E&S/6/VOL.XXXII

## KMTC — Nakuru & Nyeri Campus LANs

Two campus LAN deployments delivered in parallel with identical scope: structured cabling backbone and edge, PoE switching for VoIP and wireless, every drop tested and certified, full as-built documentation.

MICROFINANCE · TURNKEY BUILDOUT · 2025

## OYA Micro Credit — Head Office, Passive to AV

Complete office buildout: trunking and conduit, Cat6A, 8-core MM fibre backbone, 22U cabinet, Ubiquiti PoE switching and WiFi 6, Hikvision NVR and cameras, biometric access, boardroom AV and video conferencing.

MANUFACTURING / DISTRIBUTION · FIBRE + LAN · 2023

## Kim Fay East Africa — Fibre Backbone & UniFi Access Network

385m indoor fibre backbone with splicing and terminations, Cat6A horizontal cabling, USW-Pro-Aggregation core and a four-switch enterprise PoE fabric, centrally managed.

RETAIL / HOSPITALITY · GREENFIELD · KENDU BAY · 2024

## Heyben Enterprises — Site Network & Layered Wireless

22U data cabinet, three Ruijie 28-port PoE switches, and layered WiFi 6: 28 wall-mount APs, 3 ceiling APs and an outdoor omni AP — installed, configured, and handed over with staff training.

**Also delivered:** AMREF (fibre cabling) · Kisii University (structured cabling & Wi-Fi) · Kantar Kenya · TNS RMS East Africa · Wanandege SACCO (multi-year network SLA) · ongoing rollouts and refreshes across financial services, education, public sector and the corporate market.

# The institutions that trust us to keep their systems running.

From utilities at national scale to single-site SACCOs. From regulated banks to mission-led NGOs. The work is different. The discipline is the same.

## 01 · FINANCIAL SERVICES

Kingdom Bank · I&M Bank · OYA Micro Credit · CIC Insurance · Britam Insurance · Fidelity Shield · Co-operative Bank · Family Bank · UBA Kenya · HFC

## 02 · GOVERNMENT & PARASTATALS

Kenya Power (KPLC) · KenGen · KMTC · HELB · Ministry of Defence · ADEC Kenya EPZ · Kenya Education Management Institute

## 03 · COOPERATIVES & SACCOs

Wanandege SACCO · ACCOSCA · Nation SACCO · Mombasa Port SACCO · multi-SACCO advisory and pan-African cooperative engagements

## 04 · EDUCATION

Zetech University · KMTC · University of Nairobi · Kisii University · Adventist University of Africa

## 05 · NGO & MISSION

AMREF Health Africa · AMREF Flying Doctors · Church of Latter-Day Saints · GEAPP · SOCHA LLC · MSF · Cancer Care Kenya

## 06 · HOSPITALITY & CORPORATE

Brookside Dairy · Muthaiga Country Club · Kantar East Africa · WPP Scangroup · PKF East Africa · PWC · Ogilvy East Africa · Modern Coast · Siginon Group · New KCC · Kim Fay East Africa · Heyben Enterprises

## Licensed & accountable

### COMMUNICATIONS AUTHORITY OF KENYA

Network Facilities Provider (Tier 3) · Applications Service Provider · Telecommunications Contractor — with current compliance certificates. NFP T3 Compliance Certificate Serial No. 03-01713-00-00-00444.

### DATA PROTECTION

Registered with the Office of the Data Protection Commissioner as both Data Controller and Data Processor — Reg. No. 108-092E-8C89.

### WORKPLACE SAFETY

Registered workplace under the Occupational Safety and Health Act, 2007 — Certificate No. NRB/0044066/04/26.



SYSTEMS LIMITED

PARTNERSHIP ECOSYSTEM

## The vendors we build with.

### NETWORK & INFRASTRUCTURE

Cisco  
HPE Aruba  
HP  
Huawei  
Ubiquiti  
Lenovo  
Adaptiv Networks

### CONTACT CENTRE & VOICE

Cisco UCCE  
Expertflow  
Eleveo  
Yeastar  
Mind CTI  
Commpeak

### SECURITY & COMPLIANCE

Fortinet  
Palo Alto Networks  
Hikvision  
DigiCert

### SOFTWARE & DATA

Microsoft  
CleverTouch  
Giganet  
Everpure

NEXT STEP

## Fifteen minutes. One honest conversation about your IT.

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