

A&A Computers Ltd. Company Profile

Computer Services



Sales



Business software



Training





Our Vision:

To be a great, enduring IT company with one of the most recognized and respected service provisions in Tanzania, known for its integrity and honesty.

Our Mission

A&A Computers completely satisfies the IT equipment and technical services needs of businesses and professionals in Arusha and Moshi. Our staff awes customers with their expertise. We want to be recognized by all stakeholders for our integrity and transparency.

We aim to have expanded our product range to offer complete office solutions by 2010, and to operate two additional branches by 2013. Our annual growth rate will remain at least 20%.

The Company

A&A Computers Ltd. was established in 1995 in recognition of the need for reliable computer repair services and to-the-point computer training. The company was founded by a highly qualified and experienced Information Technology. Staff development and training at A&A Computers is continuous to ensure that our professionals are abreast of the latest technologies.

Human capital

The company employed total number of 23 including the following areas of expertise:

- Two professional teachers holding diploma in education from reputed collage
- One engineer with Masters degree in engineering science from an overseas' university
- One administrator with BA in computer science.
- One network engineer with MCSE.
- One hardware technician with advanced certificate hardware and software (A+) Comptia Oxford university South Africa
- Two software technicians
- Professional accountant with an Advanced Certificate in Accounting.

Asset capital:

The company has fixed assets with a value exceeding USD 200,000 and average current assets exceeding USD120,000.



Key Data

Director of Operations	Ms. M.R. Righolt
Managing Director	Mr. Alex F. Righolt (MSc eqv. El. Eng.)
Arusha Branch Administrator	Ms. Selina Francis (Dipl. Ed.)
Arusha West Branch Admin	Ms. Juliana Stephen Lukumai (BA, Acc)
Moshi Branch Administrator	Ms. Happy Mbuya
Operations Manager	Mr. Evans Shirima (Dipl. Ed.)
Head of Engineering	Mr. Elisante E. Shao (Acting)
Incorporation	Certificate No 28436, 13/09/95
Tax registration	VRN: 11006738Z TIN: 100167
Bank	FBME Ltd. – Arusha Branch Stanbic Ltd. – Moshi Branch
Address , Telephone and Email addresses	Head quarters: A&A Computers Ltd., Goliiondoi Road 7/8 P.O. Box 13581, Arusha, Tanzania. +255-27-2508306/+255-27-2507708 +255-744-490867 admin@arusha.co.tz Moshi branch: A&A Computers Ltd., Rengua Lane 17. P.O. Box 7687, Moshi, Tanzania +255 - 27 – 2750359/+255 - 748 – 836770 admin@aacomputers.co.tz Arusha - West Branch: TFA Arusha Shopping Centre, #25 PO Box 13581, Arusha, Tanzania. +255 - 27 - 254 7149 +255 - 786 - 444 331 Arusha Tanzania.
Web	http://www.aacomputers.co.tz



Technical Services

Since its inception, the company's focus has been on *repair and maintenance services*.

A computerized and networked *job-tracking system* ensures optimum communication between the client, company administration and engineers. Both the Service Centre and the Workshop are monitoring their email addresses full-time for *clients' queries*, and inform clients of job status.



A&A Computers Ltd. offers technical services with a transparent pricing policy and maintains frequent and straightforward communication with clients. We aim at a turn-around repair time of 48 hours and stock most standard computer parts such as main boards, processors, power supplies, disk drives and I/O boards. Other parts can generally be available within 3 weeks. *Two vehicles* are available for on-site visits.

Using *standardized fault finding procedures* almost all equipment can be diagnosed within 15 minutes. Equipment is extensively tested before returning it to the client. We give a three months' warranty on labour and parts.

Many computer faults can be avoided *by Periodical Preventive Maintenance*. Our technicians perform maintenance on site.

A&A Computers Ltd. assists clients in *installing* computer systems, beginning with *selection of equipment* up to *commissioning* of complete systems. Special care is taken in establishing a safe and adequate electrical system. We install and configure software as per client request.

We design, implement and maintain Ethernet networks running under Windows NT, Windows 2003 Server and Linux.

A&A Computers Ltd. publish repair status on their website.



Products

A&A Computers offers complete office. We sell branded equipment, and extend warranty on factory defects of one year or more.

We offer free on-site installation. Special care is taken in establishing a safe and adequate electrical system.

In our shops we display and demonstrate our assortment.



All imported items are tested at our quality assurance center before sold to assure maximum quality. Through our computerized stock system we maintain adequate stock levels.

Our product range:

Group	Items	Brands
Computer equipment	Desktop PCs, Notebook PCs, Printers, Scanners, Displays, Accessories, Network equipment, etc.	HP, Dell, Epson, Canon, D-Link.
Office items	Photocopiers, Telephone systems, Office machines, Stationery, Projectors and screens, POS systems	Canon, Panasonic, Office Point, Sony, Epson.
Power conditioning	Stabilizers, UPS, Inverters, Deep-cycle batteries.	Sollatek, APC, Sukam, Xantrex
Office furniture	Computer tables, Desks, Fabric and Leather chairs, Modular furniture	Office Point

A&A Computers publishes updated price lists on their web site.



Training

A&A Computers Ltd. provides computer training since 1995. We employ two professional teachers, holders of diplomas in education. We organize courses at customers' premises, with contents is specifically tailored to their needs.



We have fully documented training courses at elementary and advanced levels for:

- Introduction to PCs, including file management;
- Microsoft Word word-processing, elementary and advanced level;
- Microsoft Excel spreadsheets, elementary and advanced level;
- Microsoft Outlook and Internet Explorer;
- Microsoft PowerPoint presentation;
- QuickBooks Accounting;
- Payroll & HRM package PayEasy+HR.

We provide intake assessments, so that we can match any of the above topics and their levels, with the participants' skill levels and needs.

Each course comes with its training manual. The manuals contain comprehensive sets of exercises, to be used during the course, and afterwards as revision material.

Courses are concluded with practical exams, and we provide successful candidates with A&A Computers Certificates of Achievement.



Business software

QuickBooks Accounting software

We support over 300 QuickBooks users in Tanzania. QuickBooks is designed to bring complete financial management capabilities to small and medium sized businesses.



PayEasy Payroll and HRM software

PayEasy+HR is an affordable software tool for your Human Resources Management. Its payroll is compliant with Tanzanian taxation and pension laws.

- Multi-company, multi-user
- Exports to Excel spreadsheets
- Excellent support
- Free updates

PayEasy +HR

CashEasy Point Of Sale software

- Interfaces to bar code scanner, display pole, receipt printer, label printer.
- Compatible with 15" touch screens. Interfaces with QuickBooks UK 2006
- Multi-user.
Password protection.
Line Discount, Total discount.
Four programmable item menus.

Cash Easy



Customer care

Customer Care is serious business at A&A Computers. In addition to our commitment for superior product and service quality, we are aiming at giving our customers incomparable care, both before and after sales. We focus on making *customers*- not on *sales*.



A&A Computers Ltd. support their customers with full after-sales services. We install equipment purchased from us free of charge within Arusha and Moshi municipalities. In our Quality Assurance Centre, we demonstrate the operation of new and repaired equipment.

A&A Computers Ltd. extend a limited warranty on factory defects, on a carry-in basis. Our warranty procedures are published on our web site and a printed copy is available upon request.



Client base

Among our satisfied corporate clients are:

- KIITEC, Arusha - supply of IT equipment, networking and training.
- KINAPA, Kilimanjaro - Supply of IT equipment.
- DED – Mwanga, Supply of IT equipment.
- DREAM, Arusha – supply of power back up, repair, networking.
- Dekker Bruins (T) Ltd, Arusha and Moshi – supply of IT products, support services.
- NOMAD (TZ), Arusha - supply of IT products, repair, cartridge refilling
- Common Wealth, Arusha – Supply of IT products, repair, maintenance and IT support.
- TANROADS, Arusha – Computer preventive maintenance.
- Makumira University collage, Makumira- Supply of IT products, repair and maintenance.
- Economic Development Initiative, Bukoba – QuickBooks training, Supply of IT products.
- Toyota (TZ) Ltd, Arusha – Supply of IT products, repairs, network support, cartridge refilling.
- African Wildlife Foundation – support a 15-client network.
- District Development Projects in Monduli, Karatu, Mbulu, Shinyanga, Bukoba - training, repair, and maintenance.
- Joseph Rieppel Engineering, Moshi - Supply and repair of computer equipment.
- K.K. Security Guards – Network installation and support.
- LAMP Support Offices in Babati, Kiteto, Hanang: training, repair, maintenance.
- Moivaro Lodges - supply of hardware, installation of networks and periodical preventive maintenance.
- Ministry of Health Headquarters, Dar es Salaam – Training.
- Mweka Wildlife College, Mweka – installation and configuration of a 52-client network.

See our web site for customer testimonials.