



**IT Services and Products Provider**

**Since 2001**

**A member of the NICO Group of companies**

**Products & Services**

**Joseph Chipula**  
Head – Technology Operations



**Microsoft  
Partner**

Silver Collaboration and Content  
Silver Cloud Productivity

# IT Management Challenges



**Talent Management**



**Strategy Formulation**



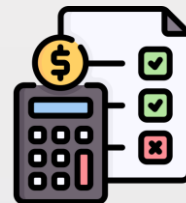
**IT Security**



**Monitoring & Resource Management**

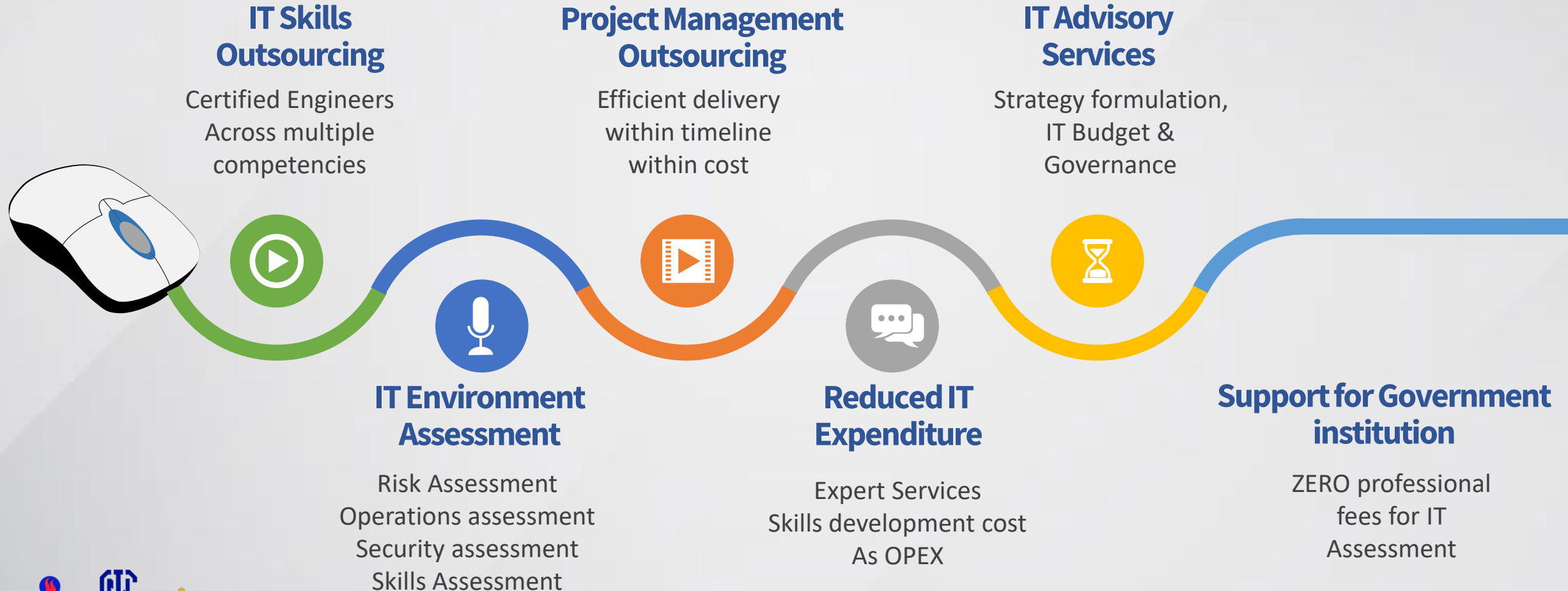


**Project Management**



**Budget Constraints**

# Managed IT Services





## IT Service Management | Service Desk

- Service Desk, **ITIL** processes, **Asset** Management, **SLA**

## Identity Access Management | AD360

- AD Management, Adaptive **MFA**, User **Self Service**, **AD Audit** & Logs Management

## Unified Endpoint Management | Endpoint Central

- Application control, **Patch** & **Vulnerability** Management, **Browser Security** & **Remote** Control, **MDM**

## IT Security information and event management

**SIEM** – DLP | CASB logs Management, Server | network | storage | **monitoring**, **Firewall**, **Alarms**.

## Privileged access management | PAM360

- Password Vault with **Auto Reset**, **Remote access** with sessions **recording**, password **policy enforcement**

# Take control of your IT.

Monitor, manage, and secure your digital enterprise with ManageEngine.



# Take control of your IT.

Monitor, manage, and secure your digital enterprise with ManageEngine.

## Thank You

### Contacts

Email: [info@nicotechnologies.com](mailto:info@nicotechnologies.com)

URL: [www.nicotechnologies.com](http://www.nicotechnologies.com)

Phone: +265 999 959 992 | Joseph Chipula  
+265 999 870 587 | Macleod Nyanda  
+265 999 487 106 | Alexander Lungu

