



**BRINGING  
THE BEST  
TOGETHER.**

# **COMPANY PROFILE**

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## INTRODUCTION

HAK-TECH, is a diversified Technology, Community and Business Development company, focused on improving people's lives and business welfare through timely innovative solutions. As an innovation-driven company, HAK-TECH integrates technologies and design into business-centric solutions, based on fundamental customer insights. We offer creative, professional and cost-effective digital solutions to full business growth and varied IT needs of our clients. We build a solid and respected business by specializing in developing Applications, providing IT Consulting Services, Data Centre Services, Maintenance and Support.

## WHY US

Innovation is our centre-stage, we provide solutions that will see you gain a competitive advantage across your field, we offer cost effective solutions that are within your budget, tailored to fully meet your needs We deliver more than expected. We leave the customer not only satisfied but also happy. We use technology to support individuals, communities and businesses to thrive and enhance sustainable development.



### OUR MISSION

To provide innovative solutions to business enterprises and entities to enhance their business potential and to empower residents by providing training and education in IT services for future sustainable development.



### OUR VISION

To be an impact company that provides Cutting edge innovative ICT in Malawi and worldwide.



### OUR VALUES

We believe in:  
Integrity  
Diligence  
Honesty  
Customer Satisfaction  
Quality Service Delivery

## OUR SERVICES



### ARTIFICIAL INTELLIGENCE (AI)

Whether it is surveys, improving CRM or data analysis, at HAK-TECH we integrate AI into your systems based on business operations and requirements. At HAK-TECH our AI services are backed up by AWS (Amazon Web Services) well famed for personalized customer experience. We also use Microsoft Azure in systems that need to learn patterns in given datasets.



### DATABASES

We design and develop custom MYSQL, ORACLE databases that meet the needs of a client, be it data storage or business demands. We also provide database consultancy for clients who would like to imploye expert knowledge and advice for their database systems. At HAK-TECH, our Database engineers are capable of seamless and efficient data migration.



### CYBER SECURITY

We have a team of IT security experts who are experienced on many aspects of cyber security. Which includes; perimeter security, data security, penetration testing or intrusion detection, identity and access management, physical security services and many more.



### VIRTUALIZATION

HAK-TECH ICT Limited through their network of expert consultants and trusted partners such as VMWare, IBM and Microsoft, windows hypervisor provides virtualization solutions and services to network, storage, desktop and server virtualization needs for its clients ranging from SMBs to enterprises.



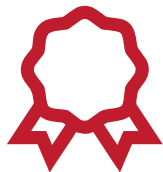
## HARDWARE PROVISION AND SUPPORT

If you are in need of quality and effective hardware to empower your business and organization needs, HAK-TECH is your best partner. At HAK-TECH, we provide hardware solutions that are suitable for your organization and business operations, we understand what our client needs. We have IT experts who provide all round assistance and support to clients on the supplied hardware as well as technical issues clients have.



## BPO DATA CENTERS AND CALL CENTERS

Developing data centres, call centres and BPO centres is one of our core activities. With our unmatched expertise in this field, we are able to develop a robust call centre that will satisfy our client beyond his/her wildest imagination. We offer specialized BPO offshoring services to our clients. The clients can reduce their operation overheads by outsourcing.



## CERTIFICATION TRAININGS

With a team of experts, we offer Certification IT training and educational services to develop transformation skills to accelerate the adoption of new and emerging technologies. Certification Trainings and education we offer includes;

- ▲ Microsoft (Azure, Office 365, Power Platform, Dynamics 365)
- ▲ Cisco
- ▲ Comp TIA (A+, Fundamentals+ (ITF+), Network+, Security+ CASP+, Pentest+ etc)
- ▲ Sophos
- ▲ IBM
- ▲ VMware
- ▲ Information Technology Infrastructure library (ITIL)
- ▲ Project Management



## SOFTWARE SOLUTIONS

At HAK-TECH, we specialize in providing software solutions to both individual and corporate clients. Our team of expert developers are experienced with design and development of secure software solutions such as websites (enterprise and personal), mobile applications, bespoke systems and many more based on client requirements. We also offer affordable hosting plans for individual developers who want their web-based systems up and running online.



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## **MENTORSHIP, ICT LITERACY AND INCUBATION**

As one of our core social support programs, we work with young people, young entrepreneurs and communities to build their capacity in ICT. We conduct digital skills trainings, ICT awareness and literacy clinics, e-lancing to schools and communities. Within our institution, we hire interns and young innovators and provide them space to innovate.

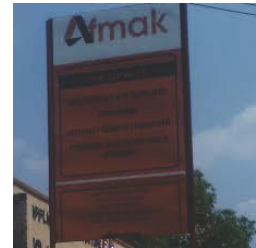


## **OUR PARTNERS**

To ensure high end support to all our eco-system, HAK-TECH continuously engages in partnerships so there is always knowledge and skill transfer between the tech manufactures and us as providers. Current partnerships include:



# CLIENTELE & PROJECTS



Nurses & Midwives Council of Malawi



## KEY PERSONEL



To deliver our services, HAK-TECH prioritizes knowledge and skill acquisition for all its team of innovators. It is mandatory for all HAK-TECH staff to continuously take up certification courses and upgrade new knowledge and skills.

Meet our core team:

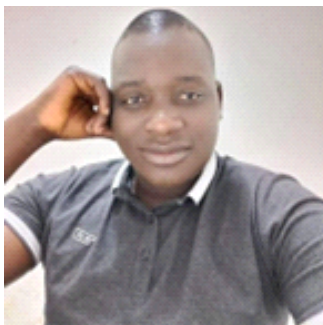
### **CHISOMO ZILENI - CEO**



His vision is to see an Africa where the welfare of its young people, women and children exponentially improves with ICT as its driving engine. Having worked in the development sector within Malawi, Africa and globally, he has witnessed the power of ICT improving young people, women and communities lives by enhancing sustainable interventions that are effective and efficient in delivering development. Armed with a Master's Degree and over

15years of experience in leading and building teams, HAK-TECH ICT Limited is poised to lead the way in transforming economic growth through ICT in Malawi and Africa by building transformative ecosystems of young people, women, communities, educational institutions and businesses.

### **HENRY KAPASUKA - MANAGING DIRECTOR/OPERATIONS MANAGER**



The Managing Director and Head of Operations. Young Malawian, experienced, Talented, vibrant & dynamic individual with proficiency in corporate Branding and strategic planning with experience in Information and communication Technology. Over 12 years working experience with large solution providers, public and private sector in Systems Infrastructure, Networking, Cloud Computing and Cybersecurity as expert and

specialist. He is holding Master of Science in Informatics from University of Malawi (2022), Bachelor of Science in Computer Science- DMI University, International Diploma in Computer Engineering- New Horizons.Holding the following certifications:Cisco Certified Network Associate (CCNA)CompTIA Advanced Security Practitioner (CASP+), CompTIA Pentest+, CompTIA Certified Network+, Microsoft Certified Azure Administrator, Microsoft Certified Azure Data Fundamentals, Microsoft Certified Dynamic 365 ERP/CRM, Sophos Certified Engineer, Cloud Infrastructure Management Expert

## **MISHECK NJABILI - SYSTEMS ENGINEER**



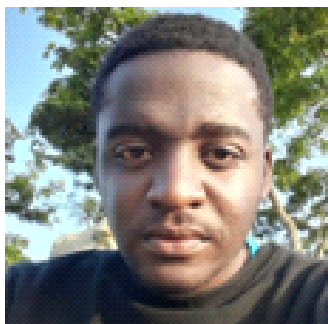
The Systems Engineer for HAK-TECH ICT LIMITED with over 3 years experience Windows Systems and Network Administration combined with years of experience Virtualization designing, implementing and troubleshooting of critical IT Systems. Am a holder of a Bachelors of Science in Information Technology, a Microsoft Certified Solution Associate, CompTIA A+ and Network+ certified. I also possess several certification in Azure cloud technology and Dynamics 365. I am passionate about the work I do but even more so devoted to promoting a positive and efficient team environment. My goals for HAK-TECH ICT LIMITED is to become one of the leading IT companies providing solution that change one life at a time

## **BRENDA DZANJA - SYSTEMS ADMINISTRATOR**



A Systems Administrator at HAK-TECH ICT Limited. As an accomplished Programmer and Networker, she enjoys using her skills to contribute to the exciting technological advances that happen every day at HAK-TECH ICT Limited. Brenda graduated from Daeyang University with a Bachelor's Degree in Information Communication and Technology. While working on an exchange programme at Handong Global University in South Korea, Brenda further advanced in Artificial Intelligence (AI) and Global Entrepreneurship in ICT. Her vision is to empower women that struggle finding the motivation to join and stay in the Technology industry.

## **ARTHUR SVEN MSISKA - SYSTEMS ADMINISTRATOR**



The Systems Administrator at HAK TECH ICT LTD. Young ambitious Malawian with dedication and passionate to a humanitarian cause to improve people's lives. Proficient with Web design and development with 3 years experience. Adept with android mobile development (Kotlin, Java) and Content management systems like SharePoint. Holds an honors bachelors degree in Computing and Information Systems awarded by the University of Greenwich and an Advanced diploma I Business Information Technology awarded by NCC Education. Has also completed two terms of the CCNA introduction to networks course and understands LAN technologies.



## **MERCY MPHANDE - SYSTEMS ADMINISTRATOR/SALES EXECUTIVE**



A Systems Administrator and sales executive for HAK-TECH ICT LIMITED awarded with a Bachelor of Science Honours Degree in Business Information Technology with Skills in online collaboration , understanding buyer's needs ,communication and networking. Passionate and highly effective with success in guiding IT projects from start to finish, leveraging consultative selling strategies that build relationships across all target market, deep knowledge of marketing campaign development and implementation of new training programs. Her career goal is to improve brand awareness, increase revenue and grow the business.



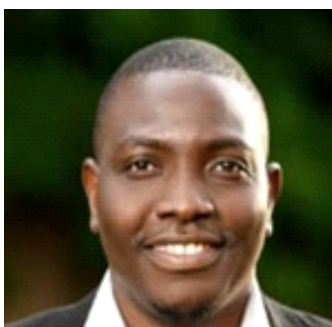
**IMPROVING PEOPLE'S  
LIVES AND BUSINESS  
WELFARE THROUGH  
TIMELY INNOVATIVE  
IT SOLUTIONS**

## **MEMORY THAWALE - ADMINISTRATIVE ASSISTANT**



Memory Thawale is an administrative assistant at HAK-TECH ICT Limited. She has a diploma in Accounting. Her goal is to create a positive environment for employees and to be an accountable employee.

## **GRANT BENI - FINANCE AND ADMINISTRATION CONSULTANT**



Holds a bachelor's degree in Accounting, Auditing and Information systems. Has worked in the financial services industry for over the past 15 years . Specialist in financial management, modeling and budgeting. Accounting systems development and implementation. Excellent corporate and NGO financial management experience.

## CONTACTS



Looking for the best IT solutions?

# TALK TO US



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