



# CORPORATE PROFILE

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A support and service arm of **Zinox Group**

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# Introduction

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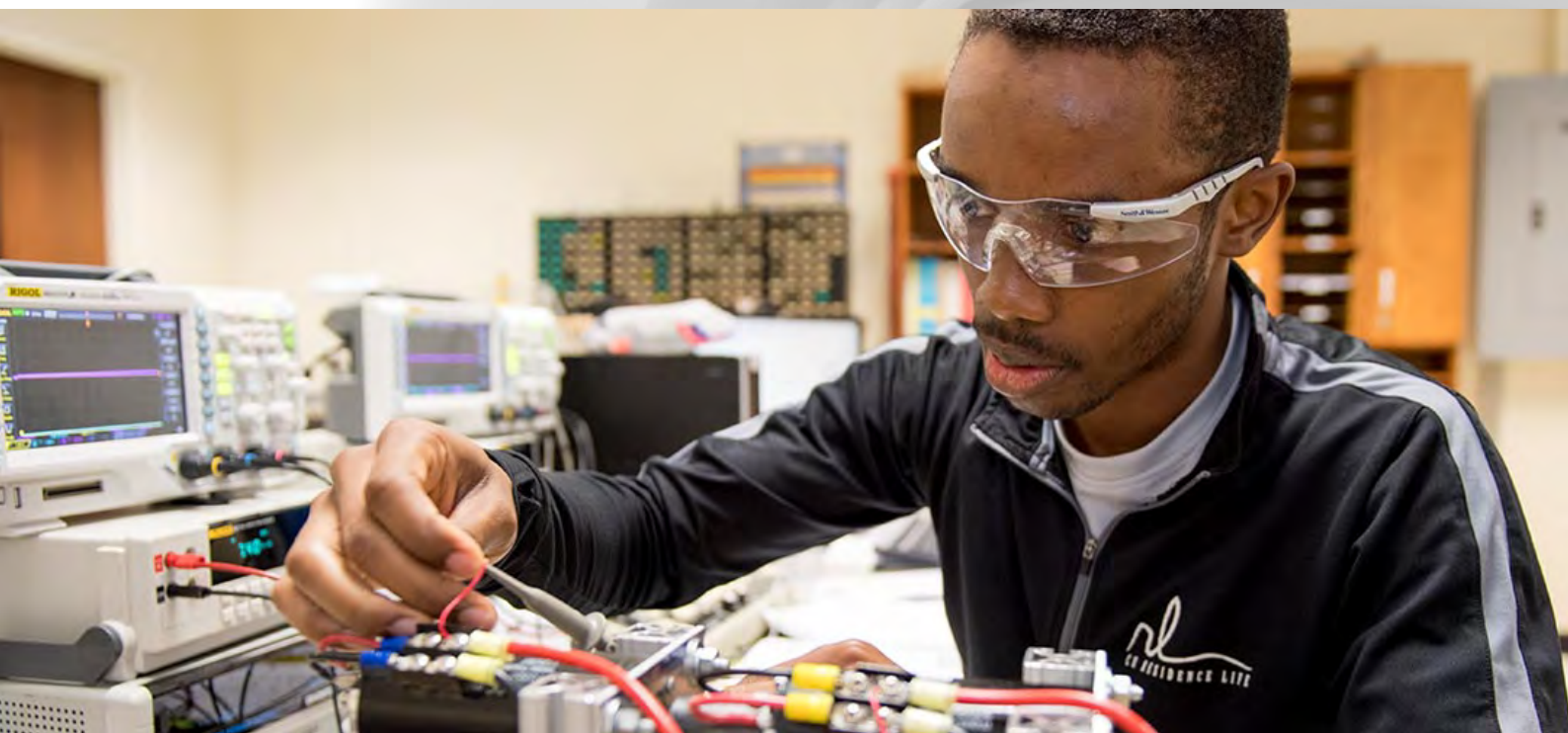
The only way to do great work  
**is to love what you do.**

**TD Plus** is a subsidiary of TD Africa Distributions Ltd. (formerly named Technology Distributions Limited), a foremost Information Technology (IT) support company with proven competence in maintenance and after-sales support borne out of years of unmatched service delivery to millions of PC and mobile device users in Nigeria and the West African sub-region.

We have grown from a position of strength to become the leading Authorized Support Center for all the internationally certified OEMs in Sub-Saharan Africa including HP, Microsoft, Dell, Asus, APC, Zinox, Vertiv,

Mercury, Samsung, Lenovo, Nokia, among others. Our professionalism, technical proficiency, nationwide reach, pool of experienced engineers and renowned customer service orientation sets us apart.

With our keen attention to swift issues resolution and zero downtime, long-standing tradition of engineering and support services and our industry-specific knowledge and pedigree, TD Plus remains the IT support organization of choice in Nigeria and beyond.



## Vision

Be the preferred world class ICT Solutions and Support Services provider to reputable companies.



## Mission

Consolidate a credible team of highly motivated professionals, delivering Africa's most dependable IT support services.

## Core Values



**Integrity**  
of mind and systems



**Passion**  
for Excellence



**Reliability**  
of our words, structures and processes



**Courage**  
to take on big challenges and see them through



**Pride**  
in who we are, what we do and what we stand for

# Management Team

A team that works together  
**wins together.**



**Mrs Chioma C. Ekeh**  
**CEO**

She holds a Bachelor's degree in Economics and Mathematics and an MBA from Herriot-Watt University, Edinburgh. A Fellow of the Institute of Certified Chartered Accountants, England, she has had several years' experience as Financial Adviser, Senior Accountant and later Principal Auditor in the United Kingdom. Mrs. Ekeh has attended several high profile international courses including courses at the prestigious Harvard University Boston USA.



**Mr. Chris Eze Ozims**  
**General Counsel**

Chris Eze Ozims, a First class attorney holds a B.A. degree and an LL.B degree from University of Calabar and Benin respectively. He was called to the Nigerian Bar in 1992 after excelling at the Nigerian Law School, Lagos with First class Honors. He also holds an Advanced Diploma (Distinction) in Human Resources Management from the University of Lagos. He has attended several professional courses and brings his wealth of experience to bear on the Board of this company



**Mrs. Chioma Chimere**  
**Coordinating Managing Director**

Mrs. Chioma Chimere is Coordinating Managing Director (CMD) at TD Africa, Sub-Saharan African's biggest technology, lifestyle and solutions distributor. A consummate marketing professional, Mrs. Chioma Chimere boasts a rich background in the media having previously worked as a Broadcaster with the Imo Broadcasting Corporation, Owerri, from where she joined DBN Television.

Mrs. Chimere began her career in the Information Technology sector with Task Systems Limited – the oldest company in the Group.

Widely recognized as a trail-blazer, Mrs. Chimere has consistently delivered huge volumes and value throughout the entire processes that make up TD Africa.

Having risen through the ranks to the position of Managing Director, Marketing and recently Coordinating Managing Director (CMD), Mrs. Chimere oversees the day-to-day implementation of the company's marketing plan towards the realization of the shareholders' objectives.

She is happily married with four children.



### **Mrs. Ifeoma Chigbo-Ndukwe**

#### **Head, HR & Admin/Warehouse & Logistics**

Mrs. Ifeoma Chigbo-Ndukwe is a Human Resource and Administration professional with background in Agriculture & Business Administration. She has previously worked in the Banking Industry, the Border and Immigrations Services – with the British Deputy High Commission, Lagos and in the Information Technology Sector with Microsoft Nigeria.

Mrs. Chigbo-Ndukwe joined TD Africa in 2015, where she has worked in various capacities in the company. She has worked at the Warehouse, as a Customer Service Champion and as the Marketing Lead.

She assumed the Position of HR & Admin Lead in April of 2017, and presently heads Warehouse and Logistics.

During her short time in TD, she has brought about a much-desired structure and cohesion to the team. She has been instrumental to some major positive changes in the company.

Ifeoma holds a Bachelor of Agriculture Degree in Animal Science and a Postgraduate Diploma in Business Administration from the University of Wales.



### **Mr. Charles Adigwe**

#### **Head, Operations**

A Chartered Accountant of high repute, Mr. Charles Adigwe is a thorough-bred manager who is responsible for overseeing the considerable Operations structure at TD Africa.

Among his key responsibilities is the skillful handling and supervision of international procurements, operational logistics, foreign trade services as well as imports and exports administration for TD Africa. Mr. Adigwe also brings his wealth of experience to bear in other allied areas such as Supply Chain Operations management, International Trade (Import & Export), Logistic & Operations, Financial Management, Tax and Compliance.

Mr. Adigwe, who was previously Head of Finance at TD Africa, is an Accounting graduate of the Institute of Management Technology (IMT). He holds a postgraduate diploma in Management and a Master's in Business Administration (MBA) from the University of Calabar. In addition to his membership of the Institute of Chartered Accountants (ICAN), Mr. Adigwe is also a professional member of the Chartered Institute of Taxation of Nigeria (CITN). Having started out his accountancy career since 1995, he joined TD Africa in 2000 as one of the company's earliest staff.



### **Mr. Mezie Emelonye**

#### **Head, TD Services**

Mr. Mezie Emelonye has over 20+ years of technology consulting experience.

He started his professional career as an SQL Server database Consultant in the United Kingdom.

Mr Emelonye then moved to the United States, where he worked for blue-chip companies like Microsoft Corporation , Rackspace Managed Hosting, World Savings, Wachovia Bank, FROST & SULLIVAN as a Senior SQL Server DBA to name a few.

About 10 years ago, Mr Emelonye decided to return to Nigeria and worked as the Chief Technology Officer of some of the Nigeria's biggest tech start-ups. Mr Emelonye has been at the strategic head of multiple early stage technology startups in Nigeria, helping to define their technology strategy.

Mezie pivoted towards Cyber Security Consulting to help mitigate against the emerging risks faced by organizations. He was the Chief Information Security Officer at The Zinox Group, where he was leading a group wide ISO 27001 ISMS implementation.

In addition to two decades of experience, Mr Emelonye has attained an impressive list of international certifications and membership of global professional bodies.

# Partners

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Our repertoire

**Our relationships**



Partners



# TD PLUS Support

What we do  
**always.**

- Pick and Drop
- Onsite Warranty Support
- Out of Warranty Support
- Care Pack Support
- Sales of Parts
- Power Support
- Managed Services

## PICK AND DROP

Faulty WARRANTY products from our customers' offices and returned after repairs at no cost.

## ONSITE WARRANTY SUPPORT

Based on parts availability with the OEM; your warranty claims can be treated right on site where the equipment is installed.

## OUT OF WARRANTY SUPPORT

Products that are out of warranty are also diagnosed, faulty parts identified and repairs carried out subject to mutually agreed terms and conditions.

## CARE PACK SUPPORT

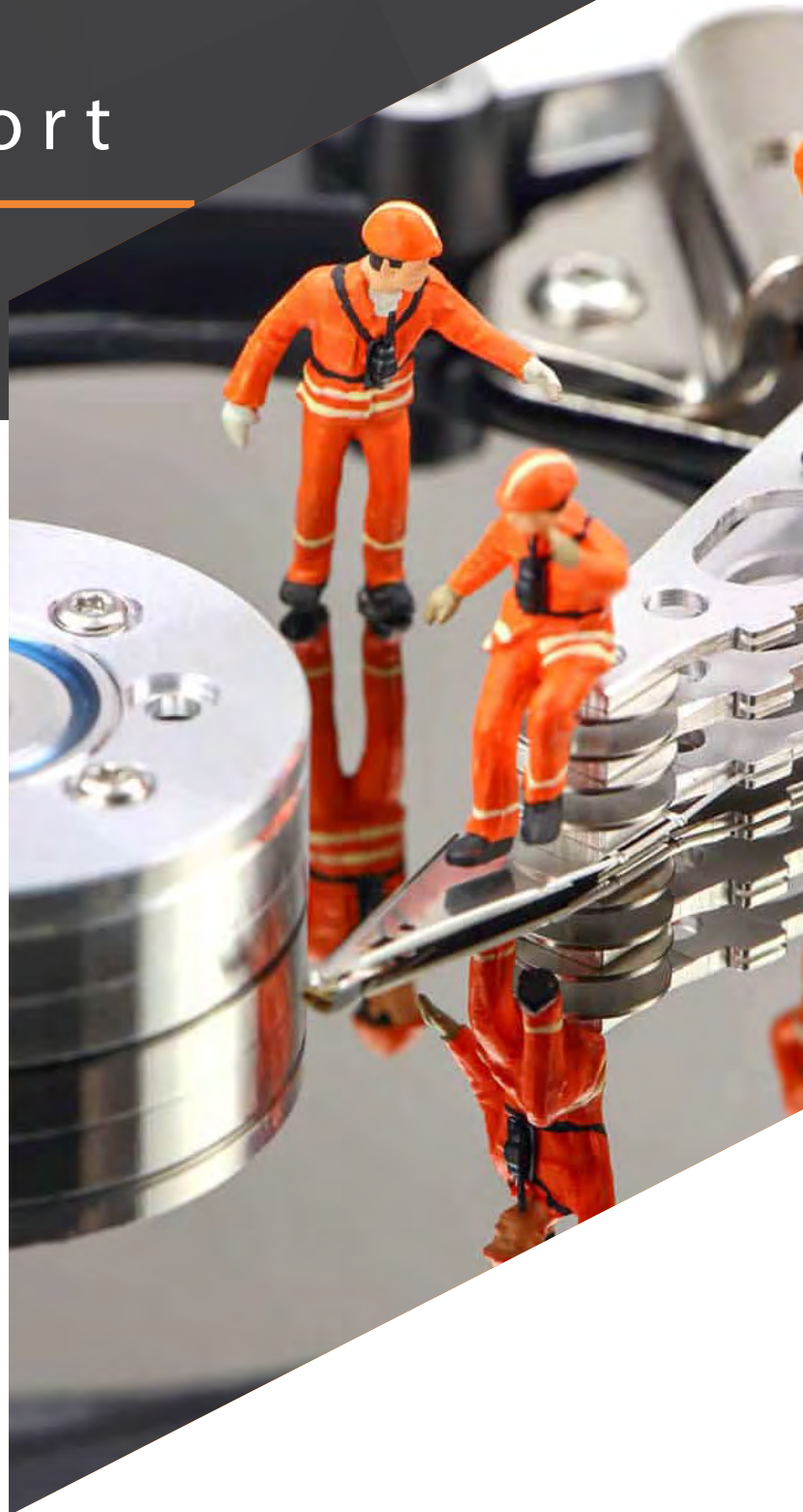
Care Pack on products is being sold to our proactive customers, creating opportunities for extension of product warranty before it expires.

## SALES OF PARTS

We sell genuine parts as either outright purchase or exchange for most OEMs.

## POWER SUPPORT

We support in-warranty and out of warranty Power Devices by APC by Schneider, Vertiv, Mercury and Zinox iPower UPS.



## MANAGED SERVICES

TD PLUS Support Services provides on-site support for OEM work place devices like PCs, laptops, handhelds, servers, stabilizers, inverters, UPS and printers. It completes the full spectrum of user support offered by OEM by enabling Support Service Desk agents to dispatch a technician right to the user's location when necessary to resolve a problem.

# TD Plus Support

What we do  
**always.**



## Pick and Drop

We pick faulty WARRANTY products from our customers' offices and return after repairs at no cost. Customers can claim warranty on products of various OEMs such as **HP, LENOVO, ZINOX, DELL, APC, SAMSUNG** and **NOKIA** from any of our service centres across Nigeria and Ghana. Carry in warranty products are also repaired **free-of-charge**.



## Onsite Warranty Support

This is support delivered at your comfort zone, a state where our certified engineers resolve warranty issues at your work-place **free-of-charge** instead of the conventional carry-in process. Based on parts availability with the OEM; your warranty claims can be treated right on site where the equipment is installed! For instance, DELL Pro-Support Warranty machines could be resolved ranging from Next Business Day (NBD) to two-hour response time based on part availability with OEMs.



## OOW Out of Warranty Support

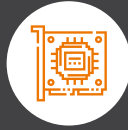
Products that are out of warranty are also diagnosed, faulty parts identified and repairs carried out subject to mutually agreed terms and conditions.





### Care Pack Support

We sell Care Pack solution to our proactive customers, creating opportunity for extension of product warranty before it expires. The price is a token compared to when the product is out of warranty.



### Sales of Parts

We sell genuine parts either as outright purchase or exchange for most OEMs.

#### **Outright Purchase:**

We supply your needed parts without receiving the faulty one back

#### **Trade-in Option:**

We collect the defective parts back from our customers to supply new parts. **15%-30% discount is given on the total price on this platform.** It is always cheaper than Outright Purchase!





Why  
TDPLUS  
Support Services

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# Why TDPLUS Support Services



- Over 500 certified global on-site technicians execute over 3 million tickets annually.
- Service levels and flexible service hours meet your unique enterprise objectives and operational needs.
- A single global service provider helps you reduce operational overhead and redundancy.
- Integration with Support Service Desk, Asset Management, and Workplace Software Management can provide you with seamless, comprehensive workplace management.
- Our trained transition staff brings years of best practices from transitions over our 19-years history to help each client gain buy-in from employees and successfully support its people during transformation.

## MANAGED SERVICES

Our approach to your environment leverages our experience as the leading, total life cycle services firm in the planning, deployment, and management of your user devices.

Our proven program management philosophy, tools, and methodologies have been developed through the successful implementation in different companies in Nigeria, .g. UBA, NLNG, Etisalat, MTN, Shell, Total and Niger dock supporting over 15,000 devices (Laptops, Desktops, Printers and Scanners), with less risk than any other firm.

TDPLUS Support Services provides on-site support for OEM work place devices like PCs, laptops, handhelds, servers, stabilizers, inverters, UPS and printers. It completes the full spectrum of user support offered by OEM by enabling Support Service Desk agents to dispatch a technician right to the user's location when necessary to resolve a problem.

We also handle installation, moves and changes. And we can improve and extend vendor warranties for devices by offering committed service levels.

## SERVICE BENEFITS

Among the many advantages of this service, we help you achieve:

- Reduced user downtime
- Improved responsiveness, case resolution, and employee productivity
- Detailed documentation of incidents, requests, and resolution
- Flexibility of coverage for steady state, growth, and unexpected fluctuations
- Cost containment through our world-class service at market-competitive prices
- Confidence, OEM is supporting your infrastructure, security, mobility, and communications needs

# TD PLUS SERVICES

Businesses of the future require  
**futuristic solutions**

Our core competence is summarized in our ability to create the future our clients dream of today.

We are especially competent in:

- Enterprise Infrastructure
- Enterprise Solutions
- IT Security
- Power/Cooling Solutions
- Services
- Design

## ENTERPRISE INFRASTRUCTURE

Data Center Solutions  
Storage, Servers and Computing  
Network Infrastructure  
Converged Infrastructure  
Collaboration Solutions  
IP Telephony  
Telepresence / Video Conference  
Intelligent Video Surveillance (IVS)

## ENTERPRISE MANAGEMENT SOLUTIONS

Service Management  
Infrastructure Management  
Applications Management  
Microsoft Solutions

- Active Directory Deployment
- Group policy implementation
- Hybrid Office 365 deployment
- Hybrid deployment for on premise active directory to office 365 or Azure
- Tenant to tenant Migration
- Google suits to office 365 migration
- Exchange to office 365 migration

- Email configurations and supports
- Azure Deployments
- SharePoint Deployments both
- On-premise and Online
- Dynamics 365 Deployments
  - SQL
  - Exchange
  - Power BI

HP Managed Print Services (MPS)  
Solution  
HPAC Access Control

## IT SECURITY

Infrastructure Security  
Perimeter Security  
Cloud & Mobile Security

## POWER AND COOLING SOLUTIONS

Power Auditing  
Backup Solution (UPS)  
Inverter Solution  
Modular Data Center

## SERVICES

Integration and Deployment

- Network Solutions
- Data Center Solutions
- Collaboration Solutions
- Security Solutions

Solution Delivery  
Support and Maintenance Services  
Managed Services (IT Outsourcing)

