

CAGEWOX DOT NET LTD

# CORPORATE PROFILE



RC: 920805



# INTRODUCTION

The IT market in African countries and especially in Nigeria is on the threshold of rapid development and expansion. The Nigerian market particularly is highly demanding and the technology trends closely follow the emerging trends in the highly developed western markets. Indeed, in the new global economic order, the norms of performance benchmarks are not restricted to any single country. They have become global in the true sense of the term. This is clearly evident by the huge investments in IT made by organizations desirous of foregoing ahead to become even better by pursuing excellence in their bid to provide world-class services to their clientele.

Adopting a sound IT culture is however not without its perils, due largely to the highly volatile dynamic flux of the IT world. New standards are set before the old ossify, which throws up new demands before the old are satisfied. In this world of global uncertainties, this rapid pace of change is a contending force that no organization can afford to ignore. This factor has been a major source of frustration to a good many organizations in this country. Indeed, organizations desirous of cultivating a sound IT culture require an effective IT system that can weather the dynamics of the IT world and yet remain flexible enough to absorb change and scalable enough to accommodate increased usage occasioned by increased patronage and demands.

CAGEWOX DOT NET LTD, was established in November 2010 to address this need and to carve a niche for itself through the provision of world-class e-business solution that will deliver the high capacity these organizations need, the exceptional performance they require, the backward compatibility they demand, the futuristic integrative compliance they desire and the reliability they expect.

CAGEWOX is a private company incorporated in 2010 under the laws of the Federal Republic of Nigeria. It has become a driving force in the world of application development by challenging conventional wisdom. CAGEWOX has shown a steady growth that has propelled it to the forefront amongst organizations with comparable portfolio of products and services.

Our fulcrum in business is the provision of state-of-the art e-business solutions and specialized services to the industrial and service sector organizations in the country. We also provide cutting-edge on-site technical support to our various clients. We recommend, install and support customized solutions to clients' key requirements. We seek to meet individual needs, not push a pre-determined product. Unless the benefits of change are significant, we prefer to offer solutions that leverage a client's existing investments and experience. However, for new sites, we build a foundation with core products that will be used by future solutions.

Over that past few years we have achieved a measure of success attributable to the dedication and commitment of a group of professionals in various areas of information Technology and Information Management. CAGEWOX's approach to business is founded on the World's Best Practices as our portfolio of products and value added services are made not only to meet stringent specifications as required by our clients, but goes well beyond the minimum requested. By incorporating a qualitative and modular approach, we are able to offer software solutions that are flexible enough to meet our clients' growing & changing needs at a reasonable price. By default our applications are highly user-friendly. As our norm, aesthetics & product durability are also catered for.

Additionally, the provision of training and efficient systems supports are hallmarks that CAGEWOX has built its reputation on.

CAGEWOX is setup and managed by experienced professionals that have more than 12 years of multi-faceted experience each in the field of Information Technology and other related areas. This group has versatile experience in General Management, Financial Management, Project Management and HRD Management in many multi-national organizations and that has helped the promoter/directors to acquire and hone the skills sets over a period of time.

To address the critical business needs of our clients, CAGEWOX DOT NET LIMITED has developed robust e-business solutions, with unrivalled productivity. These solutions address various business processes, which include; Human Capital Management, Pension Fund Management, Lease Financing & Rentals, Treasury Management, Investment Portfolio Management, Financial Accounting, Asset Management, Procurement & Materials Management, ERP Solutions, Telecomm Solutions and Banking applications.



## **OUR PHILOSOPHY**

Our core Philosophies are integrity, Honesty, and Passion for Excellence in Service Delivery, Consistent Customer Satisfaction, Innovative Solutions for Growth and Development, Straight Talk, Respect for life and Preservation of our Environment.

## **OUR VISION**

To be an innovative profitable IT company with World Class Products and Services. We aspire to provide exceptional service delivery to governments, people and communities globally, while ensuring stakeholder's satisfaction and excitement.

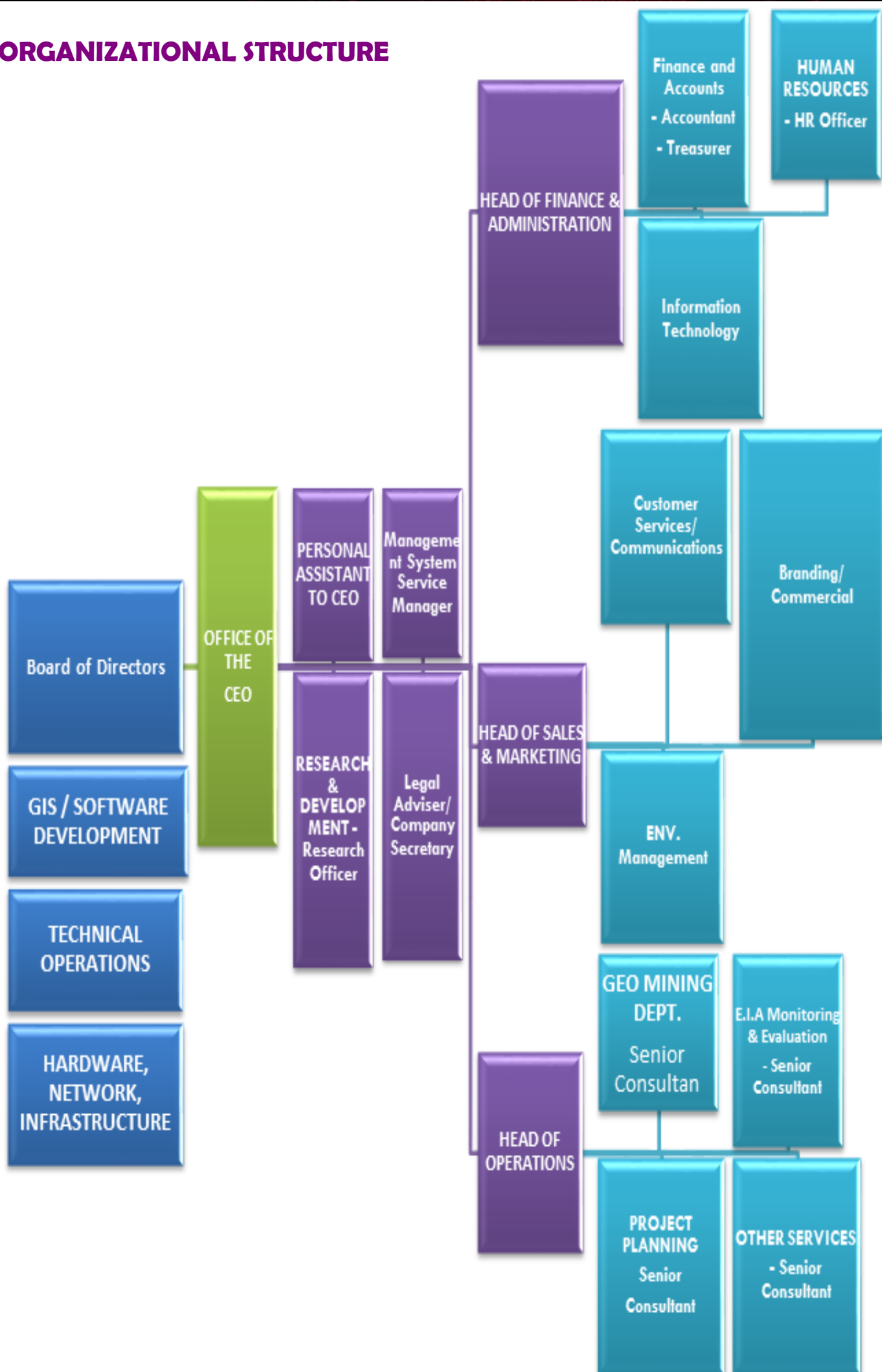
## **OUR MISSION**

Our mission is to enable ideas, creativity and innovation while empowering people, organizations and governments to greater heights. To create, deploy and maintain world-class e-business solutions founded on world's Best practices through dynamic, aggressive and creative market place innovation that will deliver superior customer service, significantly add value to our clients' business, sustain growth in earnings for our shareholders, improve the quality of life of our staff and contribute immensely to the community in which we transact business.

## **STRATEGIC ALLIANCE**

A strategic partnership has been formed with a global formula one company MAGIC Software Enterprises (MSE) Israel, in 2005, through CAGEWOX owned sister company, MAGIC Support Nigeria Limited (MSNL), to provide, support and maintain Magic suites of products within Nigeria and the West African region. MSNL is wholly a Nigerian company with CAGEWOX owning 50% of the shares through its' founder. Thus, we have strategic relationship with the following companies, namely.

# ORGANIZATIONAL STRUCTURE





# PRODUCTS & SERVICES

Our ranges of products and value added services has helped various organizations in the Corporate Finance, Construction, Commercial, Industrial and Public establishments in enhancing their businesses and gaining vital competitive advantages in an evolving economy such as ours. These products and services include:



**Business Process Re-engineering and  
IT Outsourcing/Consulting Services**



**Staffing and Team Creation**



**Project Management and Enterprise  
System Integration Services**



**On-Site Database Administration,  
Consulting and Technical Support Services**



**Custom Software Development  
(GUI & Web-based Solutions)**



**Construction, Renovation & Refurbishment**





# SOFTWARE PRODUCTS

CAGEWOX has developed a variety of customizable solutions for SME's. This includes but not limited to products such as:

## **CAGEWOX i-SERIES™**

A comprehensive and integrated GUI & Web-based ERP solution comprising of the following modules:

### **+ HUMAN CAPITAL & PAYROLL MANAGEMENT:**

CAGEWOX HRM Manages HRD functions namely Benefit Administration and Reporting, Recruitment Management and Reporting, Personnel Management & Reporting, Payroll Administration & Reporting, Compensation, Advancement, Performance Management & Reviews, ESS, Welfare, Pension Administration and Exit.

The complete employee cycle from Recruitment to Termination or Retirement of an employee has been covered along with payroll and government statutory deduction routines. Additional activities covered by this system are Time & Attendance Management, Security & Access Control, Year-end processing and system maintenance.

### **+ FINANCIAL ACCOUNTING:**

CAGEWOX Financials manages Enterprise Financial Consolidation & Reporting structures, Chart of accounts, Bills Payables & Invoicing, Accounts Receivables & Credit Management, Accounts Payables, Cash Management, Cost Accounting & Management, General Ledger & Controls, Consolidated Payroll Journal, Journal Voucher Ledger Transactions, Sales Analysis, Variance Analysis, Bank Reconciliation, Supplier maintenance, Payment Processing and Controls, Invoice Processing & Controls, Invoice aging analysis, Multi-currency accounting & conversions.

It is composed of separate modules that can function seamlessly in an integrated system or independently with import/export data capabilities.

### **+ LEASE PORTFOLIO MANAGEMENT:**

Supports equipment, vehicle, and mixed lease portfolios, Adapts to your business and workflow, Reduces cost and increases staff productivity, Promotes, customer relationship management, Seamlessly tracks prospect to lease booking, Manages new business & agreements, Lease Accounting – Accounts Payable, Accounts Receivables, Trade Creditor & Equipment Leasing Debtor Reconciliation, Bank & Cash Book Reconciliation, Lease Schedules, Debtors repayments, Vender & Broker relationship Managements, Full financial history and audit trails, Sales pipeline and prospect management tools, debtors Aging Analysis, Cash flow analysis, Decrease training experience for new staff Providers value to you and your customers.

### **+ TREASURY MANAGEMENT:**

Supports shareholding & deposit for shares portfolios, treasury workflow automation, Promotes shareholders relationship management, seamlessly tracks payments to treasury booking, Manages new treasury and agreements, Treasury Accounting – Accounts Payable, Accounts Receivables, Trade Debtors and Reconciliation, Bank and Case Book Reconciliation, Treasury Schedules, Creditor deposits, Treasury customers and broker relationship management, full financial history and audit trails, deposit pipeline and treasury management tools, Creditors Aging and Cash flow analysis.

#### ⊕ **FIXED ASSET MANAGEMENT:**

Supports Asset workflow automation, Asset classification, Asset Ledger accounts and controls, Provisional Assets, Asset capitalization, Asset maintenance and workshop services, Asset transfer, Asset disposal and Asset month-end/year-end depreciation.

### **CAGWOXi-NET™**

This is a state-of-the-art GUI (Graphic User Interface-Client/Server) and Web based comprehensive solution for effective management of Small, Medium and Large Enterprise. It comes bundled with a dynamic web portal and online content management system that provides content management benefits such as Personalized content, Fast seamless data access, intuitive and easy content navigation, fast port navigation, integration to legacy systems, Secured data access as well as, other benefits not limited to:

- ⊕ Managing an entire website from just one location, anytime anywhere.
- ⊕ Making updates at any time from any internet enabled PC.
- ⊕ Saving time and money and be up & running in any heterogeneous environment.

### **CAGWOXi-NET™ 2.3**

product scope encompasses the following solutions namely;

#### ⊕ **CAGWOXi-Medicare™**

This is a comprehensive web-solution for management of Health Insurance Scheme by both Health Maintenance Organization (HMO) & Health Care Providers (HCP). Supports Health Insurance Scheme portfolios, Promotes Enrollee relationship management, Seamlessly tracks Enrollee Medical records, Manages New Subscriber & Beneficiary Information, Integrates to ENTERPRISE – Bills Payable, Accounts Payable, Accounts Receivables, Bank & Cash Book Reconciliation, Health Care Provider's (HCP) online Invoicing, Subscriber's monthly contributions, Service Provider and broker relationship management, Full financial history and audit trails, Sales pipeline and prospect management tools, Subscriber's Aging Analysis, Cash flow analysis, Decrease training experience for new staff, Provides value to you and your customers.

#### ⊕ **CAGWOXTransNet™**

This is a comprehensive web-solution for online reservation, booking & e-ticketing of the transport business (Rail, Road and Air). It comprises of the following salient features namely: Fast online Reservation and Booking, Revenue (Yield) Management System based on EMSR (Expected Marginal Seat Revenue), Seat Inventory Protection and Management, Online and Offline Payment Support, Corporate Travel Management Facility (B2B), Departure Control and Baggage Handling and Reconciliation.

#### ⊕ **CAGWOXi-Talk™**

This is an online real-time Electronic Bill Presentment and payment system. It provides means for customers bills to be delivered to them online and electronic payment made thereby easing the burden of monotonous and inaccurate account reconciliation process by telecoms companies. It replaces the slow and costly process of preparing and mailing paper bills and receiving cheques as payment. It also cuts off the harrowing experience that customer goes through to receive their bills and reconcile their account where a denial of service has already occurred.



The enlisted products above are developed by CAGEWOX DOT NET LIMITED using a revolutionary and highly productive cost-saving approach to application development and deployment. With several deployment units sold to date, a large and growing installed base of end-users are taking advantage of CAGEWOX's tremendous productivity benefits. These include corporate IS system staff, consultants, system integrators, independent developers and packaged software publishers.

The summary below highlights some of the unique features that make CAGEWOX Application(s) the product of choice across all industries:

⊕ **Interoperability:**

CAGEWOX products operate seamlessly across all popular enterprise platforms. These include Novell, SCO Unix, IBM AIX RS6000, SUN, H-P, Data General, AT&T, Olivetti, Siemens, Digital, IBMAS/400, Unisys, Fujitsu, Ticom, NEC and others.

⊕ **Operating System:**

CAGEWOX Application(s) can be implemented efficiently and effectively on various operating systems such as Win 3.11, Win 95, Win 98, Win 2000 advance server, Win NT, OS/400, DOS, UNIX, OPEN VMS, CTOS and Others.

⊕ **Database Support:**

CAGEWOX Applications are database independent i.e. can co-exist with any DBMS. These include Oracle, Sybase, Informix, MS SQL Server, Rdb, ODBC, RMS, Ingres, DB2/6000, Xbase: Dbase, FoxPro, Btrieve, Microfocus, C-ISAM, ISAM III and others. This means that if your main DBMS is Oracle, CAGEWOX Applications will adapt seamlessly to Oracle while allowing you an easy and seamless migration path should you decide in future to change from Oracle to any other industry standard DBMS, and or to interact in future with any other DBMS.

In the same manner data from one DBMS or File Manager can easily be physically moved across platforms and automatically converted to suit the format or compatibility of the new DBMS structure.

⊕ **Communication Support:**

CAGEWOX Products incorporate an n-tier architecture, which supports 32 bits and 64 bits client/server application. To enforce this, CAGEWOX Product can interface with any of the following communication medium such as TCP/Pathworks, TCP/IP, Netstar/Plus TCP, PC/TCP, Pathway/TCP, Winsock, LAN, WAN, Workplace/TCP, Chameleon, Wollongong/TCP and others.

⊕ **Scalability:**

CAGEWOX Applications can be tailored to scale through all existing Hardware and Platform enterprise-wide to include the Intranet and Internet. The integration of data, referential integrity and data storage reliability offered by the proposed development and DBMS will serve as major cost-saving factors in minimizing fraud and lending themselves as the 'Watch-Dogs' to management in discharging its efficacy in use.

# INFORMATION TECHNOLOGY (IT) AND SOFTWARE OUTSOURCING

Outsourcing is not just a strategy of cost reduction.

It is in fact, a strategic service and essential element of growth.

CAGEWOX DOT NET LIMITED is a Software Outsourcing/Offshore company for development projects. It is fast emerging as an e-business solution provider with extensive experience in building innovative and creative web-based financial applications for the telecommunication, oil and gas, Construction, banking and finance industries. With a dedicated Quality Control team and streamlined quality check procedures, CAGEWOX ensures client software development products adhere to specifications to emerge absolutely bug/virus-free. By outsourcing software development, offshore website development and e-commerce solutions to us, we provide clients with a powerful combination of design and technology that gives a decided economic impetus to online businesses.

Outsourcing designing, engineering, structuring and maintenance of e-commerce software needs to CAGEWOX allows us to retain our position as a revolutionary solution provider that helps clients halve costs while providing quality e-commerce solutions that would cost close to a year's budget elsewhere.

Whether you want to create software solutions for your business or re-engineering & maintain your existing software, CAGEWOX provides Outsourcing revolutionary services that cut your cost by more than half.

During outsourcing, a part of CAGEWOX team comes on-site to gain an in-depth understanding of the business environment drivers and culture, user requirements as well as the system standards and methodologies employed.

Having completed development, members of the CAGEWOX team return on-site to test, install and integrate the system before training users and placing it into production. The Scope of work and Major Phases embarked by us during Outsourcing includes:

- ✚ System Migration
- ✚ Enhancement to Current System
- ✚ Requirement Definition
- ✚ Design and Specifications
- ✚ Developments
- ✚ Testing
- ✚ Business Process Understanding
- ✚ Knowledge Transfer
- ✚ Offshore Development
- ✚ Implementation
- ✚ Production Rollout
- ✚ Maintenance and Support

## KEY BENEFITS OF OUTSOURCING SOFTWARE DEVELOPMENT TO CAGEWOX DOT NET LIMITED

- ⊕ Experience of development customized, fully integrated systems for leading firms of industry.
- ⊕ Respond promptly and flexibly to any changes or additions during the course of project.
- ⊕ Sincere Dedication of programmers to meet deadline
- ⊕ Approach and attitude to building long term relationship
- ⊕ Commitment to client benefit maximization
- ⊕ Protection of Intellectual Property Rights (IPR)
- ⊕ A low risk delivery model and therefore highly predictable systems
- ⊕ Reduce development cost by more than 50%

We succeed by ensuring your success!

## OUTSOURCING: SOFTWARE OUTSOURCING METHODOLOGY

Human resources are one of the most vital resources in any business organization and so does it count a great deal in software outsourcing. This, commonplace, is doubly true for a company providing intellectual services. Our well-knit team comprises of qualified and goal-oriental professionals. CAGEWOX assures an in-depth understanding of customer's requirements and challenges and suggesting a creative approach by providing innovative solutions owing to the Staff qualification and experience.

Our developers work closely with your project staff using today's most productive technologies, including a full range of UML-based design tools, as well as the more traditional tools in common usage.

We differentiate our software outsourcing model from other 'software factories' on the basis of close interaction with the client. While other software companies have little coupling with clients because specifications are 'thrown over the wall', our offshore outsourcing model is interactive and is based on a global team concept where few team members or client IT staff works with client to define requirements, review prototypes and manage scope changes. CAGEWOX offshore team is responsible for execution of project at low cost keeping up the quality standards.

## OUTSOURCING: SOFTWARE QUALITY

Quality is an ever-expanding goal – the better you are, the better you need to be and one needs to live up to getting better. Your best bet to assure the performance of any software without sacrificing on deadline and resource utilization would be Outsourced software quality assurance. In any case, Design and development usually get a lot of attention while putting software together. In an event to rush to market, what usually gets sacrificed is quality.

Success is a journey and not a destination. Likewise, improvement of quality process is infinite, and marked only by milestones, never by completion! At CAGEWOX, we realize the significance of quality and in order to fulfill our goal of self-evidence quality, we constantly improve our deliverables to match the increasing expectations of our customers. Standardization is the key to overall growth and thus we periodically review and enhance our SOP (Standard Operation Procedures) to move towards standardization.

We continuously upgrade ourselves by conducting periodic quality training sessions of coding standards, best coding practice, documentation standards and quality assurance to enhance the performance of all employees.

## OUTSOURCING: SOFTWARE DELIVERY

IT industry is synonymous with quality at great speed and affordable prices and therefore, there is a tremendous pressure on Today's IT professionals to maximize the software project deliverables, at the same time, control costs and manage risk and compliance. However, there is a major challenge to deliver business value from software outsourcing point of view, because:

- ⊕ 50% of all IT projects are delivered over budget (Gartner)
- ⊕ 50% of all IT projects fail to meet business objectives (Gartner)
- ⊕ 90% of all IT projects are delivered late (Abardeen)

Our delivery model starts with understanding your business and further we seek to build strong offshore working relationships that deliver results. At CAGEWOX, we offer competitive pricing structure combined with unique on-site/offshore and a delivery methodology that helps deliver value from day one and complete projects within time. High quality commitments and innovative thinking are pre-requisites of our delivery model and are inherent in all our client engagements.

At CAGEWOX, we guarantee our the best possible low-cost quality solution delivered in time owing to our fully functional, scalable, networked and secure offshore computing and physical infrastructure facilities, combined with our unique onsite/offshore delivery model.

## OUTSOURCING: ADVANTAGES

Software Outsourcing has long passed the fad or buzzword stage. It is here to stay as an IT trend which has evolved, grown, matured and is living up to and outgrowing its potential. Especially with companies that wish to cut costs while gaining access to world-class software engineers, it is no more an option but a smart decision. One of the strongest factors that attract most of the Fortune 500 companies worldwide to the outsourcing industry is the significant savings attached to a software outsourcing project. On an average, companies report 40% to 60% increase in net savings with the help of Offshore IT Outsourcing.

## KEY BENEFITS OF SOFTWARE OUTSOURCING

### ⊕ **Cost Efficiency:**

Labor cost savings may reach up to 90% for routine low-level tasks as compared with in-house development. Significant reduction of development time and, thus, speed-to-market becomes invaluable advantage in a present-day competitive environment.

### ⊕ **Availability of Trained IT Staff:**

Immediate access to a large pool of best industry talents allows overcoming hiring gap for IT professionals in the developed countries.

### ⊕ **Flexible manpower utilization:**

By using outsourcing model company cuts down its housing recruiting and training expenses.

### ⊕ **Development risk minimization:**

Proven development process and quality management system.

### ⊕ **No up-front investments:**

No up-front investment on the customer's part.





# OUR SERVICES

CAGEWOX strives to provide you custom software solutions that will help you to remain in step with your competition by continuously improving your information technology based business solutions. For this, we use modern software development platforms, software development tools as well as employ latest project management techniques and software engineering practices.

Using structured methodologies and proven IT processes helps to reduce complexity, risks and costs associated with information technology outsourcing. We can help you develop customized software applications and assist you throughout the entire software development Life Cycle, including project management, systems analysis and design, software development, implementation and training.

In a nutshell our strong technical team can help ensure that the client-server products and services we provide meet your expectations.

Our application development service offering includes:

- ✚ e-business solutions
- ✚ Content Management Solutions
- ✚ Application Development
- ✚ Component-based Software Development
- ✚ Distribution Application Development

The best solution for a company is the one that allows it to conduct its current business more efficiently and at a lower cost, by reducing the cost of attracting new customers, delivering products more efficiently and reducing costs, profits will increase.



## SOLUTIONS

Our offshore outsourcing software development services include customized application development as well as product development. At CAGEWOX, we use technology to create powerful solutions that are focused on such critical areas as enhancing customer relations and increasing revenue opportunities.

We use state-of-the-art technologies to translate your IT vision into reality and create powerful solutions that are focused on enhancing customer relations, increasing revenue opportunities and the creation of new competitive advantage for you. At CAGEWOX, we focus on building applications using software components which reduce cost and time of development. Our business model also includes co-development of products where we share revenue and risk together.

We provide solutions like:

- + Client-Server Application Development
- + Distribution Application Development
- + Enterprise Application Integration
- + Browser Based Application
- + Offshore Outsourcing Software Development Process.

### Feasibility Analysis

Feasibility is one of the most important aspects of any project. An application or product that feasible at one point in time may become infeasible later. Identifying the possible future scenario, technical and economical feasibility study is conducted to decide goal and development requirements.

### System Analysis and Prototyping

System analysis and prototyping is done based on client requirements. Functionalities and user interface design is done at this stage.

### Implementation

Based on system analysis and prototypes, coding takes place.

### Testing

Requirement testing and product testing is done after implementation.



## SOFTWARE MAINTENANCE SERVICE

We offer an array of software maintenance and support services to our customers. Our support organization provides services seven days a week, twenty-four hours a day. We plan to have a centralized support organization in Lagos (Nigeria) to ensure global coverage for our customers.

This center will provide the infrastructure for our around-the-clock call centers and hotline support. We offer a range of support packages that allow our customers to choose the level of support that fits the needs and budgets of their organizations. Customers also have access to on-site support, which is charged on a time and materials basis.



## PROJECT METHODOLOGY

CAGEWOX DOT NET LIMITED maintains a high standard founded on World's Best Practices, for software implementation. A Project Master Plan is produced for each project after the GAP Analysis at the initiation of the project. Thus, this serves as the yardstick with which progress of the project is reviewed at identified milestones. The plan addresses issues such as:

- ⊕ Definition of the project and customer details
- ⊕ Defining applicable project phases with time frames including criteria for entry and exit from each phase
- ⊕ Risk Management Plan
- ⊕ Tools, Techniques and Methodology

- ⊕ Configuration Management Plan
- ⊕ Development Plan
- ⊕ Quality requirements like Metrics, Test plans and review activities.

It is imperative to note that at project initiation, we ensure that a steering committee comprising of CAGEWOX's software project team and staff of the client organization is appointed for the smooth running of operations. We also require that the client organization appoint such caliber of staff that would be authorized to make decisions on behalf of the client with regards to the project.

The client is also expected to appoint a permanent Project Manager. The appointed Project Manager should be a senior official who will provide the "single-point-of-contact" for CAGEWOX development team and will be responsible for the internal co-ordination.

The Project Manager will head the steering committee and shall be authorized to lead, monitor and finalize the various stages of the project. Indeed, he will be involved in all stages and provide clearance for the project stages and will be involved in finalizing user needs and specifications.

The steering committee will also be saddled with the responsibility of conducting joint review meetings to be held with end users to review progress of software development, conformance of the developed product to agreed requirement specifications and maintaining records of verification results and acceptance test results. Such reviews shall be conducted at the end of each customization/development stage to ensure strict compliance with user requirements, quality standards and specified time frames.

In the course of Gap Analysis, the CAGEWOX team would also carry out an assessment of the existing manpower assigned by the client IT department as well as the system user to ascertain their competence to operate authority.

- ⊕ Implementation with parallel runs. At this stage all the master data files and parameterized files are set to suite the customer's needs. Additionally, at this stage the customer's Legacy data will be migrated from the existing files/databases with the assistance of the CAGEWOX team.
- ⊕ Training of DBA's and Team Leaders from the client team.
- ⊕ Training of the end-user teams.
- ⊕ Documentation and hand-over of the same.
- ⊕ Live runs for the project followed by a formal hand-over to the client.
- ⊕ Signing of the Annual Maintenance Contract (AMC).





# SUPPORT RESOURCES

The provision of training and efficient systems support are hallmarks that CAGEWOX DOT NET LTD has built its reputation on. We will provide the following support as needed.

## HELP DESK SUPPORT

CAGEWOX provides help desk support for clients. The help desk manages critical, major and minor faults and also serves as an information desk to clients telephone hotline support is provided where clients can by calling out hotlines during working hours and have instant customer support.

Queries and technical details can be answered using this service. All faults reported will have the following:

- ⊕ A reference number
- ⊕ A date and time
- ⊕ A brief description of fault
- ⊕ A name of person on duty when the fault was reported

Times when the help desk is operational are:

- ⊕ Monday to Fridays: from 7:30am until 5:00pm
- ⊕ Weekends: from 10:00am until 3:00pm

## SERVICE CALL INCIDENTS (SCI)

CAGEWOX DOT NET LIMITED provides support via email, for routine application problems. These email support request from clients are referred to as Service Call Incidents. The responses given enable a client to develop a vast base of reference material for routine application problem, to make for timely resolution of problems when they re-occur.

Additionally, base product support service (Support for the Tool with which our solutions are developed) is available from our National Technical Partners for customers who have fully paid for their support and maintenance.

## ON SITE SUPPORT

When there is a fault that cannot be rectified over the telephone or via email, upon the request of our clients, CAGEWOX sends qualified software engineer on site to rectify the fault. The engineer sent on site must fill out a time and job request form, which is signed by the contact person at the client site.

## MAINTENANCE

In case of system failure, CAGEWOX has customer service project engineers on standby to deliver onsite technical and operational support to clients within 24 hours. Engineers are well trained to manage system upgrades, bug fixes etc.

## ONLINE SUPPORT

There is an Internet site support available for the RAD Tool usage and any associated problems.

Our solutions do not have such service as yet. However, the online documentation for installed solutions that is set on the server at the client location many features that can give online clarifications for users. This documentation has screen dumps and each of the routine is explained along with the meaning of the terms. This indeed can satisfy many issues for the users.

CAGEWOX offers a twin pronged online support service, which exists in the following forms:

- + Online Technical Services Department and
- + The CAGEWOX eService

These are offered to insure the delivery of the highest Technical and Operational support possible and to answer requests that need to be solved in a timely manner.

The existence of the aforementioned online support services complements our ONSITE technical and operational support efforts.

Problems resolved by our online Technical Services Department include but are not limited to the following:

- + **Bug Fixes:** This entails software modification or addition that when made or added to our products, establishes material conformity of the product to the applicable specifications.
- + **Basic Enhancement:** Changes or additions to the products, other than Bug Fixes, which are logical improvements to our products.
- + **Major Enhancement:** Changes or additions to our products, other than Bug Fixes or Basic enhancement that contains significant new features.
- + **Updates:** Updates to the product code and related documentation to the same version of our products.



# TRAINING AND DOCUMENTATION

CAGEWOX DOT NET LIMITED offers various training and re-training options to its clients should the need arise. Depending on the level of training required, such training could be conducted at any of the following locations:

- + CAGEWOX Head Office in Abuja.
- + CAGEWOX Training facilities in United States
- + Client's Premises

*If training is to be conducted at the customer's premises, they are required to provide adequate computing facilities and infrastructure at their location.]*

By default, all training is conducted by certified professionals. The courses are designed as per the guidelines of CAGEWOX.

CAGEWOX generally offers the following types of training programs as specified below:

- + End User (First Level) Training
- + "Train-the-Trainer" program
- + Advanced Training for IT Professionals & Administrators

CAGEWOX provides detailed User/DBA documentation for all its' systems and provides updates on the existing user documentation should the client require major changes to be effected on the current structure of the system.

Technical reference materials are also provided for version upgrades.

## CAGEWOX DOT NET LIMITED – A RELIABLE IT PARTNER

CAGEWOX DOT NET LIMITED has a unique approach to IT Solutions. We strongly believe that we need to be a long-term IT partner of our clients and remain committed to the success of our customers.

**All applications are developed and supported in Nigeria by CAGEWOX.** The source codes for these applications are thus readily available. This has enhanced our edge in delivering customized mission critical applications to our clients on time and within Budget.

- ⊕ CAGEWOX has in its possession the source codes to all applications developed by it, which means we can deliver "Customized Applications for the client needs" with exact specifications with the required "look and feel" required by the client organization.
- ⊕ CAGEWOX ensures technology enhancements with upward compatibility thus protecting your current investments and ensuring that the future technological advances are still possible on account of our application's strengths and interfaces.
- ⊕ Our applications guarantee Low Risks, Quicker implementation and High return on investment (ROI) on IT projects.
- ⊕ GAP Analysis helps our customers to gain from our experience and know-how. At this stage of the project we finalize the specifications of the application at hand. This has been a useful approach for the projects that we have completed so far. This helps in documenting the user needs in a systematic way and helps consolidate the knowledge-base about the process sequences required in the client environment.
- ⊕ CAGEWOX has Internal Quality Assurance function for the enhancement and control of the quality of product and services. The process of the ISO approval has commenced and will be completed in due course in our facilities at Abuja.
- ⊕ CAGEWOX participates to solve problems and provide on-site handholding support through its outfit and development center in Abuja, Nigeria.

## HORIZON: SALES/MARKETING STRATEGY

There are two primary means of making sales: Reactive (responding to clients' specific requests), and Proactive ("evangelizing" the efficacy of products/services and their ability to meet needs).

CAGEWOX DOT NET LIMITED is proactive in all respects. We prefer to use more focused strategies, which require closer co-operative between vendor and client, as well as a deeper understanding of a client's needs.

It is in this respect that our strategies to develop the market for software solutions are predicated.

Thus, we strive to first, create awareness of potential answers to clients' unfilled core needs; then fulfill those needs by providing complete solutions tailored to the clients' specific requirements.

We believe that the best way to achieve these strategies is by combining three approaches.

- ⊕ Offer free mini-consultancies and presentations, which introduce solutions to commonly encountered problems;
- ⊕ Offer free seminars whereby prospective clients generated from the previous approach can learn more about such solutions by listening to industry representative and work with live models.
- ⊕ Follow-up with one-to-one sessions where more detailed questions can be answered, as well as customized solutions be given. To maximize returns, each of these strategies is executed only with a carefully sifted client list.



In addition to our aggressive marketing strategy, CAGWOX has firmly positioned itself to achieve the above marketing plans by:

- ⊕ Deploying leading edge technology;
- ⊕ Bidding aggressively for all software related projects;
- ⊕ Introducing services in niche markets and utilizing lean but well trained and equipped management, operations and maintenance team.

In order to achieve a rapid penetration of the market CAGWOX will:

- ⊕ Target specific market segments (those with unique requirements);
- ⊕ Introduce innovative, customized or new services;
- ⊕ Provide tangible cost savings (through competitive pricing & the provision of solutions with a high Return on Investment – ROI).
- ⊕ Form strategic alliances with other IT oriented organizations.
- ⊕ Offer higher grade of service and performance benefits.

## CONCLUSION

As is clearly evident throughout our submission, CAGWOX DOT NET LIMITED's approach to business is founded on the world's best practices as solutions are made not only to meet stringent specifications as required by our clients, but goes well beyond the minimum requested. By incorporation a qualitative and modular approach, we are able to offer solutions that are flexible enough to meet our clients' growing and changing needs at a reasonable price. By default, our applications are highly user-friendly. As a norm, aesthetics and product durability are also catered for. Additionally, the provision of training and efficient systems supports are Hallmarks that CAGWOX DOT NET LIMITED has built its reputation on; we will provide these as needed. With our in-house expertise, extensive experience on similar projects and the varied support resources available to us, we feel there is no question as to CAGWOX DOT NET LIMITED's capabilities. You can thus be rest assured that CAGWOX will execute all projects in the required time, while still being able to support the site into the long-term future to enable our clients maximize their information systems investment today, tomorrow and well into the future.

In conclusion, CAGWOX DOT NET LIMITED has a well-merited reputation for her authoritative application designs and implementations, as well as for a dedication to quality in the provision of its products and services. In turn, we believe that today's organization are forging ahead to become even better by pursuing excellence in their bid to provide world-class services to their clientele. We also firmly believe that they can only maintain this status by choosing to work only with the best, whether in human or material resources.

In view of this mutual commitment to distinction, is there any reason why you shouldn't forge a strategic partnership with CAGWOX DOT NET LIMITED – for cutting edge e-services and leading edge results.



# OUR PEOPLE

The IT market in African countries and especially in Nigeria is on the threshold of rapid development and expansion. The Nigerian market particularly is highly demanding and the technology trends closely follow the emerging trends in the highly developed western markets. Indeed, in the new global economic order, the norms of performance benchmarks are not restricted to any single country. They have become global in the true sense of the term. This is clearly evident by the huge investments in IT made by organizations desirous of foregoing ahead to become even better by pursuing excellence in their bid to provide world-class services to their clientele.

Adopting a sound IT culture is however not without its perils, due largely to the highly volatile dynamic flux of the IT world. New standards are set before the old ossify, which throws up new demands before the old are satisfied. In this world of global uncertainties, this rapid pace of change is a contending force that no organization can afford to ignore. This factor has been a major source of frustration to a good many organizations in this country. Indeed, organizations desirous of cultivating a sound IT culture require an effective IT system that can weather the dynamics of the IT world and yet remain flexible enough to absorb change and scalable enough to accommodate increased usage occasioned by increased patronage and demands.

CAGEWOX DOT NET LTD, was established in November 2010 to address this need and to carve a niche for itself through the provision of world-class e-business solution that will deliver the high capacity these organizations need, the exceptional performance they require, the backward compatibility they demand, the futuristic integrative compliance they desire and the reliability they expect.



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