Comnavig
ICT ADVISERS

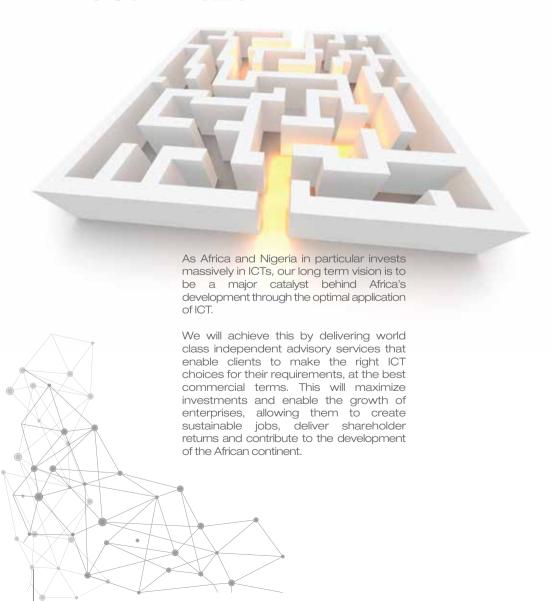**OUR INDEPENDENT ADVISORY SERVICES OFFER A CLEAR PATH THROUGH THE ICT MAZE, EMPOWERING YOU TO MAKE THE RIGHT CHOICES.**

CORE ICT | CUSTOMER EXPERIENCE | CONNECTIVITY & MULTIMEDIA
ICT SECURITY & BUSINESS CONTINUITY | HUMAN CAPACITY / STRATEGY & POLICY

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Navigate
The ICT Maze

As Africa and Nigeria in particular invests massively in ICTs, our long term vision is to be a major catalyst behind Africa's development through the optimal application of ICT.

We will achieve this by delivering world class independent advisory services that enable clients to make the right ICT choices for their requirements, at the best commercial terms. This will maximize investments and enable the growth of enterprises, allowing them to create sustainable jobs, deliver shareholder returns and contribute to the development of the African continent.

Through Our Range Of Independent Advisory Services, We Ensure That Our Clients Make Appropriate, Cost Effective ICT Decisions.

Since 2004, we have provided a clear path through the often confusing ICT maze for numerous public and private sector organizations, empowering them to make the right ICT choices, and thus enhancing efficiency, saving costs, strengthening customer bonds and increasing profitability.

Recognizing that companies that ultimately supply solutions are not best placed to provide clients with unbiased advice; we focus exclusively on the provision of impartial advisory services, and do not supply products or solutions. This ensures our advice is exclusively client focused and objective.

We maintain active insights into all relevant developments in the market such as "Software as a service" and "infrastructure as service" models, keep on top of OEM innovations, and the status of all market players. These insights are brought to bear when we are advising clients on the appropriate solutions and partnerships.
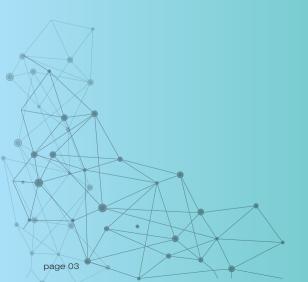
Furthermore, our expertise across Core IT/Security, Telecommunications, and CRM/Contact Center spheres brings a holistic picture to your attention, eliminating gaps, overlaps and spotting opportunities to maximize technology investment.

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ICT ADVISERS

Our
Specializations

We advise with keen focus on the 'big' picture, and a full appreciation of how interrelated ICT technologies can deliver advantage.

We sift through all relevant areas and connect the dots to ensure your ICT ecosystem benefits from a holistic perspective, saving you money and ensuring effective long term solutions.
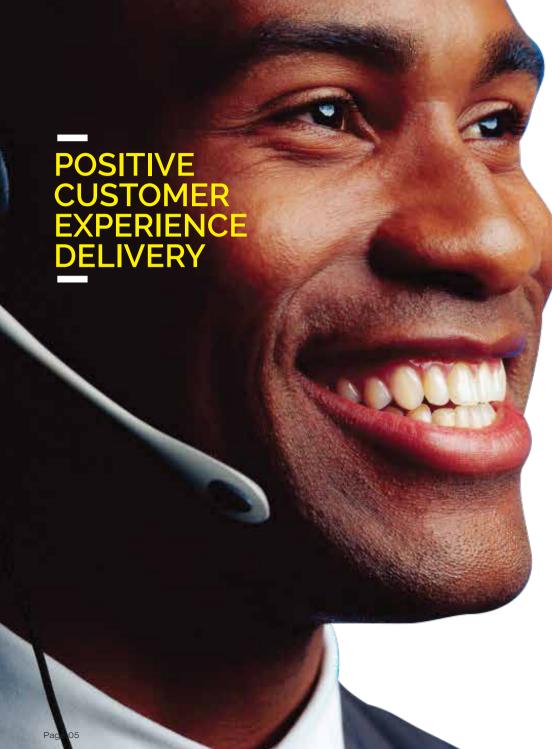
Core ICT In Business Operations

Information technology drives modern organizations, enabling them to transform their vision to reality. True e-business occurs when technology is leveraged to improve organizational process. This could be for the purpose of – e-commerce, Enterprise Resource Management, E-government, or indeed a variety of other purposes.

Comnavig understand the complexity and potentially huge cost associated with these solutions, and has proven competence in providing advisory services that deliver advantage.

To support client aspirations, we offer a range of specialist ICT advisory services and have supported organizations to design and select standalone and multisite high end database solutions, high speed data networks, dynamic web portals, workflow and enterprise applications, petabyte storage and disaster recovery solutions, and other high performance ICT solutions. A number of the projects we have driven are unique in terms of their complexity, scale and value.

To each engagement, we bring unrivalled dedication, complete independence, expertise and exclusive client focus.

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POSITIVE CUSTOMER EXPERIENCE DELIVERY

Customer Relationship Management

CRM solutions provide strong analytical and collaborative functionality facilitating stronger and more profitable relationships with clients.

However, despite the often significant investments consumed, many deployments do not meet up with expectations, nor represent sound investments. This is primarily because the critical success factors for CRM implementations are not 'locked' into the project from its inception.

Comnavig has in-depth understanding of how to embark on CRM projects, capturing vital elements such as organizational culture, service ethos, customer profiles, analytical objectives, data normalization and change management to ensure solutions and projects yield optimal returns on investment.

With properly implemented CRM solutions, each individual receives customized focus from the organization, bringing relevant value propositions to their attention and delivering first class customer satisfaction to deliver strong and lasting bonds.

The Contact Center

With over 140 million active mobile subscribers in Nigeria, widely available Telecommunication and internet services, the Contact Center is arguably the preeminent platform to bridge communications between organizations and their clients effectively.

Contact Center solutions provide an organized environment to communicate with consistency and measurable service delivery. However, Contact Centers now possess immense capabilities, and the ordinarily difficult choices have become even more complex.

Unified call routing to the best skilled resources, reporting, outbound capabilities, social media integration, speech analytics, computer telephony integration, performance management, alignment to strategy and much more determine the responsiveness of an implementation to business requirements.

Our people have, and continue to consult on critical Contact Center implementations in Europe and Nigeria. We understand the attributes of the leading solutions, and how to assess them against each client's individual requirements.
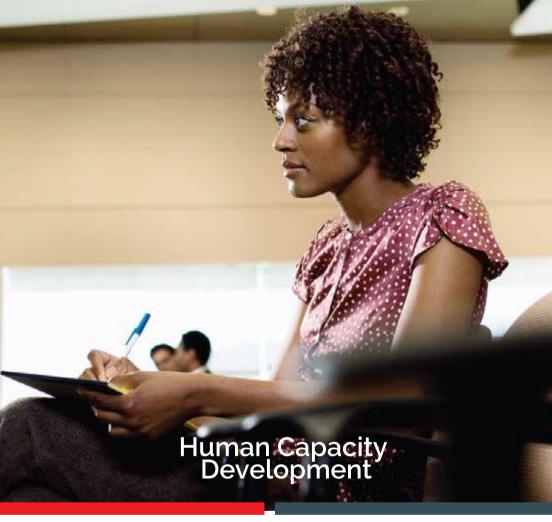
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ICT Security And Business Continuity

An increasingly connected world introduces security threats and more channels of penetrating corporate ICT environments. Threats often exist unnoticed until they impact ICT infrastructure, oftentimes with devastating consequences.

We work with you to assemble the best resources that will identify the vulnerable areas to spot embedded and potential threats, recommend appropriate action and implement required fixes. All within a confidential framework.

Because we recognize the critical importance of protecting all these information assets, Comnavig has forged alliances with leading ICT security consultants across the globe to provide a range of vulnerability testing, intrusion profiling, security policy, storage & disaster recovery; security accreditation, and other related services, from best - in - class professionals and organizations.

Human Capacity Development

We are passionate about human capacity development and deliver tailored knowledge workshops within and outside Nigeria, across virtually all ICT disciplines.

During 2008, we delivered the first Contact Center workshop for the banking industry. In 2009, we delivered yet another first for the public sector and continue to work on delivery of sector focused and bespoke capacity building initiatives across private and public sectors.

In 2014, we successfully delivered two C- level Masterclasses on Experience Management in Dubai, UAE, and three manager level Masterclasses in Lagos and Abuja. Since 2008, over hundred organizations have participated in our Masterclasses, with many already benefitting from the insights gained.

We design each capacity building initiative to ensure that client objectives are met and capable of measurement.

Connectivity & Multimedia

Telecommunication solutions and networks deliver underlying infrastructure for transmission of voice and data signals, enriching our lives with the promise of communication and collaboration.

With the increasing availability of high capacity networks and deployment of multimedia, clients can gain tremendous advantages through Bandwidth consolidation, voice & video conferencing and other multimedia solutions.

The available choices bring complexities in terms of network design, redundancy, scalability, application support, transmission options and other issues. Comnavig provides a "one stop" advisory asset able to provide decisive insight, enabling your organization ensure successful outcomes.

This is demonstrated by our "design to implementation advisory experience" of one of the leading MPLS Broadband network with high Definition Video conferencing implementations within Nigeria, in terms of footprint, complexity and investment value.

Our Services

Perhaps your organization is simply interested in an ICT health check, or a more involved process/technology match, or even procurement of extensive ICT infrastructure. Perhaps you simply want to provide enhanced knowledge to your people.

Whatever your requirements are, you will find a Comnavig service that adequately responds to your requirement and delivered with the same consistent quality that has defined our advisory services over the years.

All services follow a well-defined process of client engagement, industry research and other important steps to ensure we fully understand the business requirements and can provide appropriate and responsive services.

Strategy, Policy And Research (SPAR)

Our SPAR discipline leverages the best research resources, and strategic minds to develop regulatory advisory output, ICT policy and broad market research services.

Organizations have also engaged us to take part in their strategy retreats, benefiting from our ability to spot opportunities that enhance strategy implementation through utilization of ICTs.

Oftentimes, we have delivered comprehensive research output to assist organizations formulate their strategic plans with a full understanding of how ICTs can be immersed and leveraged.

We have also provided research and consultancy services to the ICT industry enabling policy makers, regulators, and organizations to effectively deliver on their mandates.

ICT Assessment Service (ICTAS)

The ICT Assessment Service (ICTAS) is a fixed fee validation service that help organizations understand the cost implications and benefits of ICT projects they are contemplating. ICTAS output enables them make decisions, allocate budgets and design a project roadmap.

We have now extended ICTAS to include the peer assessment of ICT advisory services, bidding processes and entire implementations, serving as a valuable alternative independent 'auditor'.

ICT Assessment Service Can Be Undertaken In The Following Areas;

CONNECTIVITY AND MULTIMEDIA
Wide area and internment network review, aggregation and savings assessment, Video ROI, internal collaboration assessment.

CUSTOMER EXPERIENCE MANAGEMENT
Contact Center status assessment, CRM status assessment, CRM culture and process assessment, ROI / business case analysis, deployment options.

MOBILE READINESS
Mobile Readiness architecture, Social engagement, Security implications, Business case / ROI. This is poised to enable organizations tool themselves to benefit from the mobile transformation that is now pervasive.

SECURITY AND GOVERNANCE
Benchmarking of governance and security policy / process environment.

(Security and Governance does not involve the technical testing and penetration which is available under our full technical security service SECAS.

DATA ASSETS MANAGEMENT
Database infrastructure assessment, disaster recovery assessment, security profiling for data asset environment.

Mobile Readiness
Assessment Service

THE W🌍RLD
IS MOBILE

How ready are you?

To engage todays business opportunities, mobile integration is critical for businesses of all sizes. With a mobile centric and social media active populace, increasing penetration of feature rich phones, and an active application environment, engagement through mobile channels is already defining market leaders, across various sectors.

Our ICT Assessment Service (ICTAS) on Mobile Readiness examines your particular situation, and plugs in a comprehensive "Mobile Engagement Plan" into how your business engages with the world around it. We take cognisance of critical factors like social media integration, security, analytics, content rendering, and collaboration capabilities; and also deliver a step - by - step, costed design and implementation plan, that is easily executed, managed and measured.

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Project Management and Monitoring

Hands on project management is usually undertaken by the solution supplier. Our services gives control to the client by ensuring that strict compliance with agreed deliverables are achieved.

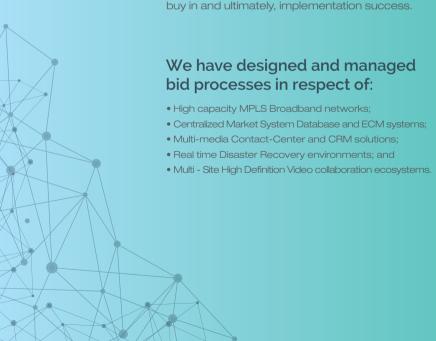Our Adherence monitoring component also anticipates and counters implementation risks.

We commence Adherence Monitoring from monitoring order placements right through to human asset deployments and functionality implementation compliance. We provide effective oversight that ensures the client remains in full control at all times with the benefit of accurate project insights.

Solution Design and Bid Management

Our solution design and selection advisory service spans conceptualization, needs gathering, design, RFP production, bid evaluation, negotiations and statement of works production to ensure implementation risks are mitigated and business objectives met within timelines and costs.

The benefits to you are tangible and clear. Selection risk is virtually eliminated, costs are reduced, service is enhanced and profitability is heightened.

And because we progress from an understanding of enterprise culture, solutions eventually selected reflect your organizations values and broad vision enhancing enterprise buy in and ultimately, implementation success.

We have designed and managed bid processes in respect of:

- High capacity MPLS Broadband networks;
- Centralized Market System Database and ECM systems;
- Multi-media Contact-Center and CRM solutions;
- Real time Disaster Recovery environments; and
- Multi - Site High Definition Video collaboration ecosystems.

Process Technology Alignment Service (Protas)

Our flagship service breaks down all your critical organizational processes into atomic parts, and examines how ICT currently supports them, and how improvements can be made.

PROTAS closes efficiency loopholes, highlights how existing systems can be maximized where possible, considers improvement design and technology solutions, and identifies how ICT can be immersed into the business strategy.

The advantages can be significant especially in terms of improved business efficiency, cost savings and return on investments.

Security Assessment Service (SECAS)

SECAS is a robust service that captures all aspects of security ecosystem including governance, human, technology and process vulnerabilities.

SECAS identifies loopholes and clearly articulates appropriate response including back up and disaster planning / business continuity approaches.

Organizations can also leverage SECAS to attain globally recognized ICT security certifications, providing customers with enhanced confidence, given the increasing data confidentiality responsibilities organizations owe to their clients.

MASTERCLASSES

Our Masterclasses are delivered in a unique interactive format that brings solution providers, users, industry stakeholders and independent consultants into one room to look at topical issues without an emphasis on selling.

Insights are practical, detailed and useful and are delivered with visual aids, presentations and work groups.

Masterclasses also present the ideal platform to seek answers to specific questions from a broad base of subject matter experts.

Our company specific or customized Masterclass sessions /retreat are designed to respond to the specific knowledge goals of each organization.

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STEP

Situation analysis in respect of strategy, processes & Technology alignment, skills fit, evolution pathway and overall cost & performance structure of ICT environment

Technology design, encompassing requirements gathering, bidding documents production, evaluation support,

Execution management, project implementation monitoring, adherence monitoring

Post implementation support including return on investment measurement, human capacity ongoing right skilling,

STEP captures the entire ICT ecosystem activity chain allowing you to gain first class end to end services in respect of any or all of our areas of competence.

And any of the four STEP can be procured separately as a' Rapid Service' allowing clients to engage us to address specific aspects of ICT advisory needs, at any point in the project cycle.

Like the thoroughbred, our track record reflects sturdiness, durability, agility and endurance, and the ability to continue passing down our tradition of excellence through generations.

An Excellent Track Record

Our track record speaks volumes about our experience. We have advised ministries, regulators, blue chips, medium sized organizations and government agencies across our fields of expertise.

We have driven high end database design and selection projects, ICT infrastructure deployments, formulated sector ICT policies, conducted extensive ICT health checks, advised regulators on National initiatives, and to date, have driven ICT projects with procurement values in excess of $100m USD.

Organizations and initiatives who have benefitted from our direct and affiliate network include Vetiva Limited, Oando PLC, Education sector reform, Ministry of Communication Technology, Nigerian Communications Commission, National Universities Commission, Galaxy Backbone PLC, The World Bank/STEP-B, Fidelity Bank PLC, Nigerian Ports Authority, Servicom, MBNA Bank, Castell UK, and Genus UK PLC, National Broadcasting Commission, National Pension Commission (PENCOM), Nigeria Mortgage Refinance Company(NMRC).

Our depth of delivery and commitment places you ahead of the pack and delivers you with decisive advantage. Welcome to our world.

A Global Affiliate Network

We have invested in borderless knowledge, cultivating relationships with subject matter experts across the globe. Our specialist affiliate pool extends from the boundaries of Africa to Europe, Asia and North America.

Our partner expertise footprint spans competencies including high end ICT infrastructure architecture design, new generation connectivity, ICT financial economics, ICT security assurance, customer experience management, core infrastructure, collaboration applications, analytics and human capacity building.

We continue to strengthen this network to ensure the best skill-sets are available to our clients.

An Efficient Business Model

ICT advisory services are becoming imperative as the choices become more complex and implications of making the wrong decisions more severe.

However, traditional advisory firms are deemed disproportionately expensive to engage with fees at times almost matching the ICT investments being advised on.

Comnavig brings a fresh approach to this state of affairs. We recognize clients want the most appropriate skills for their project, which is not always possible in a traditional model. We also recognize that operational costs and expenses on idle human assets are ultimately passed to clients.

Comnavig utilizes experts within a tested consultancy process to deliver decisive advantage to your business. By avoiding huge fixed costs often associated with consultancies, we are able to deliver first class service within an aggressively competitive fee structure.

THE LANDSCAPE HAS
CHANGED

With widespread telecommunications availability, the underlying fundamentals of business in Nigeria has shifted significantly.

To realize the full potentials of this new digital evolution please contact Comnavig today to discuss any of our services or explore a customized one for your organization.