



TECH-BAY
INTEGRATED SYSTEMS LTD
Innovate. Integrate. Elevate.

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CORPORATE PROFILE

Technology Solutions • Software • Infrastructure • Digital Transformation

A Technology Solutions & Implementation Partner

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1. Company Overview

Tech-bay Integrated Systems Ltd is a technology solutions company focused on helping organizations use information technology to improve operations, manage information, strengthen productivity and build effective digital processes.

We combine software development, web and digital solutions, IT infrastructure and networking, hardware and ICT equipment solutions, technical support, digital transformation and technology consulting.

Our approach is built around a simple principle: technology should be selected, developed and implemented around the needs of the organization. We seek to understand the client's people, processes, objectives, existing technology environment and future direction before recommending or implementing a solution.

Tech-bay can support clients through individual projects, solution development, technology procurement and deployment, consulting assignments, maintenance arrangements or longer-term technology partnerships.

2. Vision, Mission & Core Values

Vision

To become a trusted technology partner for organizations seeking to transform their operations through innovative, reliable and sustainable technology solutions.

Mission

To deliver practical, secure and scalable technology solutions that simplify operations, improve productivity and create measurable value for our clients.

Core Values

- Innovation
- Reliability
- Client-Centred Solutions
- Professionalism
- Security & Responsibility
- Continuous Improvement



3. Technology Capability

Our capabilities span assessment, requirements analysis, solution design, development, procurement guidance, implementation, integration, testing, training, support and maintenance.

- Software and application development
- Websites and digital platforms
- Education technology
- Healthcare technology
- Hospitality technology
- Government and public-sector technology
- Corporate and SME solutions
- IT infrastructure and networking
- Hardware and ICT equipment solutions
- IT support and maintenance
- Digital transformation and workflow automation
- IT consulting and advisory
- System customization and integration
- Data and information-management solutions

4. Software Development & Business Applications

We develop, configure and support software solutions designed around organizational processes and information requirements.

- Custom business applications
- Management Information Systems (MIS)
- Enterprise and organizational applications
- Workflow and process-automation systems
- Student and institutional management systems
- Hotel Management Systems (HMS)
- Inventory and stock-management systems
- Customer-management solutions
- Staff and administrative management systems
- Data-management applications
- Online portals and web applications
- Reporting and management dashboards
- API and third-party integrations where appropriate
- System maintenance, enhancements and further development

Software Development Approach

Depending on the project, Tech-bay can work from an existing requirement, conduct requirements discovery, analyze an existing workflow, develop a new solution, customize an existing solution or integrate multiple systems where technically appropriate.



5. Websites & Digital Platforms

- Corporate and institutional websites
- Government and public-sector websites
- School and university websites
- Hotel and hospitality websites
- Service-business websites
- E-commerce websites where required
- Landing pages and campaign pages
- Web portals
- Online forms and information platforms
- Content-management solutions
- Website redesign and maintenance
- Domain and hosting support
- Performance and security optimization
- Digital information platforms



6. Education Technology

Tech-bay provides technology solutions for schools, colleges, universities, training institutions and other education-focused organizations.

Campus & Academic Management

- Campus management platforms
- Student information and institutional records
- Admissions and onboarding workflows
- Academic and programme-related records
- Course and registration processes
- Attendance and participation records where required
- Fees and payment-related administrative records
- Results and academic performance management
- Staff and administrative information management
- Reports and management dashboards
- Role-based user access
- Institutional communication workflows
- Online portals and web-based access

Computer-Based Testing (CBT)

- Question-bank management
- Question organization by subject, course or category
- Exam creation and scheduling
- Candidate registration and access management
- Timed examinations
- Question/question-order randomization where configured
- Objective question formats and automated scoring where applicable
- Result processing for supported question types
- Examination reports
- Candidate performance information
- Controlled examination access
- Multiple examination sessions

Education Websites & ICT Infrastructure

- Institutional websites
- Student and applicant portals
- Online application platforms
- Computer-lab/network deployment
- Campus networking
- ICT equipment supply and deployment
- Technical support and maintenance

7. Healthcare Technology



Tech-bay can support healthcare organizations and health-sector institutions with technology solutions covering information management, administrative workflows, infrastructure and digital operations.

- Health and hospital management solutions where required
- Digital records and information-management solutions
- Administrative workflow and approval systems
- Staff and organizational information systems
- Asset, inventory and equipment tracking
- Appointment, scheduling or workflow solutions where required
- Online forms, applications and information portals
- Institutional dashboards and reporting
- Websites and digital information platforms
- Network infrastructure for offices and facilities
- Computers, servers, printers and related ICT equipment
- IT maintenance and technical support
- Backup and recovery planning
- Technology assessment and digital transformation advisory

Specific health-sector solutions should be defined through requirements assessment with the relevant institution or authority.

8. Hospitality Technology

For hotels, guest houses and hospitality organizations, Tech-bay can combine software, websites, networking and support to strengthen operational and digital capabilities.

- Hotel Management Systems
- Guest and room-management workflows
- Reservation and booking-related functions where required
- Front-desk and operational workflows
- Billing and reporting functions where supported by the selected solution
- Hotel websites and digital presence
- Online booking-related web solutions where required
- Network and ICT infrastructure
- Computers, printers and related equipment
- IT maintenance and technical support



9. Government & Public-Sector Technology

Tech-bay is interested in supporting Ministries, Departments, Agencies, public institutions and government-facing organizations with practical technology solutions and implementation services.

- Management information systems
- Digital workflow and approvals
- Records and information-management solutions
- Online applications and forms
- Institutional portals
- Reporting and management dashboards
- Staff and administrative systems
- Asset and inventory systems
- Websites and digital information platforms
- ICT infrastructure and networking
- Hardware and equipment deployment
- IT support and maintenance
- Digital transformation projects
- System integration and customization
- Technology assessment and advisory

10. Corporate, SME & Commercial Solutions

Tech-bay supports businesses and organizations seeking to improve operational visibility, automate processes and establish dependable IT environments.

- Business management applications
- Inventory and stock management
- Customer-management solutions
- Staff and administrative systems
- Workflow automation
- Reporting and dashboards
- Corporate websites and web applications
- Online forms and customer portals
- Network and office IT infrastructure
- Hardware deployment support
- IT maintenance
- Digital transformation consulting



11. IT Infrastructure & Networking

- LAN/WAN planning and implementation
- Network installation and configuration
- Structured cabling planning
- Wireless network deployment
- Router and switch configuration
- Network expansion and optimization
- Server deployment and configuration
- Network monitoring and troubleshooting
- Internet connectivity infrastructure
- Infrastructure assessment
- Technical documentation
- Preventive maintenance
- Office and institutional ICT infrastructure

12. Hardware & ICT Equipment Solutions

Tech-bay can assist organizations with technology assessment, specification, procurement guidance, deployment and technical support for ICT equipment.

- Desktop computers
- Laptop computers
- Servers
- Storage equipment
- Printers and scanners
- Network equipment
- UPS and power-protection equipment
- ICT laboratory equipment
- POS-related technology equipment where required
- Other organizational technology equipment

Our role can include determining specifications, sourcing guidance, deployment, configuration and after-sales technical support. Specific manufacturer partnerships or authorizations are represented only where formally established.



13. IT Support & Maintenance

- Preventive maintenance
- Corrective maintenance
- Hardware troubleshooting
- Software troubleshooting
- Network troubleshooting
- System upgrades and optimization
- User support
- Remote and on-site technical assistance
- Backup support
- System configuration
- Maintenance arrangements
- Post-deployment support

14. Digital Transformation & Process Automation

Digital transformation involves understanding how an organization works and using technology to make processes more structured, accessible, measurable and manageable.

- Digitization of paper-based processes
- Digital approvals and authorization workflows
- Digital records management
- Online applications and forms
- Automated notifications
- Electronic document management
- Centralized databases
- Management dashboards
- Workflow automation
- Operational reporting
- Information-access improvements
- Process assessment and redesign



15. IT Consulting & Technology Advisory

- IT needs assessment
- Technology audits and assessments
- Business-process analysis
- Requirements analysis
- Technology recommendations
- IT project planning
- Infrastructure planning
- Software solution consulting
- Digital transformation consulting
- Technology strategy and roadmap discussions
- Solution selection and implementation advisory

16. Data, Information Management & Security

Information is an important organizational resource. Our implementation approach therefore considers information structure, access, security, reliability and continuity as part of solution planning.

- User access control and role-based permissions
- Authentication and account-management considerations
- Data protection considerations
- Secure system configuration
- Backup strategies
- Network security considerations
- Software security considerations
- Access permissions and administrative controls
- Monitoring and maintenance considerations
- Recovery and continuity planning

Specific security controls and technical architecture depend on the nature, scale and requirements of each engagement.



17. Products & Solution Portfolio

- Campus Hub — campus and institutional management workflows, information and reporting.
- CBT Solution — computer-based examinations and digital assessments.
- Hotel Management System — hospitality operations and management workflows.
- Custom Business Systems — organization-specific workflows, records, reporting and automation.
- Web & Digital Platforms — institutional websites, portals, forms and web applications.

Solution availability, modules and functionality should be confirmed for the specific project and demonstrated to prospective clients before commercial commitment.

18. Customization & Integration

Every organization has its own structure, processes, approval paths, reporting requirements and operational environment. Tech-bay therefore approaches solutions with flexibility.

Where a solution needs configuration, customization, integration or further development, Tech-bay is open to assessing the requirement and proposing an appropriate technical approach.

- Workflow customization
- User-role and permission configuration
- Report customization
- Interface and form customization
- Additional functionality
- API and system integration where technically feasible
- Data-import or migration support where appropriate
- Ongoing enhancements and maintenance

19. Our Delivery Method

25. Understand — engage stakeholders and understand objectives, users, processes and desired outcomes.
26. Assess — review technology, workflows, infrastructure, constraints and opportunities.
27. Design — define solution scope, architecture, workflows, requirements and implementation plan.
28. Develop / Implement — build, configure, integrate, procure or deploy the agreed solution.
29. Test & Validate — conduct testing, resolve issues and support user acceptance where applicable.
30. Train — provide user orientation, documentation and operational guidance.
31. Support & Improve — provide post-deployment support, maintenance, enhancements and continuous improvement.



20. Training & Change Support

Technology adoption depends on users understanding how to work with the system. Tech-bay can provide practical orientation and training for relevant categories of users.

- Administrator training
- End-user orientation
- Operational demonstrations
- Basic technical handover
- User documentation where applicable
- Post-deployment assistance

21. Partnership Approach

Tech-bay is interested in building long-term technology relationships rather than simply completing individual transactions.

- Project-based technology engagements
- Consulting and assessment assignments
- Software development and customization
- Infrastructure and network projects
- Hardware deployment and technical support
- Ongoing IT maintenance arrangements
- Digital transformation partnerships
- Long-term institutional technology support

22. Why Tech-bay

- One technology partner across multiple IT disciplines
- Solutions designed around operational requirements
- Flexible customization and integration
- Practical implementation approach
- Scalable technology solutions
- Training and post-deployment support
- Clear communication and structured delivery
- Long-term partnership mindset
- Commitment to continuous improvement

Our value proposition is based on combining relevant capabilities to solve the client's actual problem and supporting the solution after implementation.

23. Engagement Models



- Project-based implementation — defined scope, deliverables and milestones.
- Consulting and assessment — requirements analysis, technology assessment and recommendations.
- Development and customization — new systems, modifications, integrations or additional functionality.
- Deployment and support — implementation followed by technical assistance and maintenance.
- Recurring support — scheduled or ongoing technical support arrangements.
- Technology supply and deployment — specification, sourcing guidance, deployment and support for required ICT equipment.

Commercial terms, timelines, scope and service levels are normally defined in a project-specific proposal or agreement after requirements have been assessed.

24. Closing Statement

Tech-bay Integrated Systems Ltd is committed to helping organizations use technology more effectively, responsibly and strategically.

Our objective is to connect the right technology with the right operational need — whether that means developing software, implementing a digital platform, improving infrastructure, supplying and deploying ICT equipment, automating a workflow or providing ongoing technical support.

We welcome the opportunity to understand your organization's requirements and develop a practical technology solution aligned with its objectives.

LET'S BUILD BETTER WITH TECHNOLOGY.

25. Company Information

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