



**SOFT TECH SOLUTIONS**

*Inspiring Lives*

# TRAINING PROSPECTUS



**Modern Technology to  
Connect, Learn, Innovate  
and Inspire Career Growth**

# COMPANY PROFILE



## ABOUT US

Soft Tech Solutions is a leading provider of integrated information technology and training solutions, with nearly a decade years of experience- we remain committed to deliver high quality, innovative, cutting edge and cost-effective training solutions across both private and public sectors that includes regional deliverables across sub-Saharan Africa. Soft Tech remain your best learning partner with constantly expanded market-led portfolio of content and blended learning platform that provides physical, online and in-house customized solutions.

We support and enable organisations and individuals alike unlock their transformative power of learning using applied well-researched experiential learning deliverables, innovative practices and cutting-edge technology.

## Why Choose Us?

- > **State-of-the-art** :- Benefit from 7 years of experience in Training and Delivery.
- > **Innovation** :- Use latest Technologies, Multimedia, Visualization and Remote Access.
- > **Competency Transfer** :- Strong network of experienced instructors and a training offer for every competency.



## MISSION

Help our customers to continuously acquire new industry skills to competitively stay ahead in the 4th industrial revolution.

Empower our team to innovate and be the trusted adviser for our customers. Create an ecosystem for our partners to deliver the best in experiential learning solutions.



## VISION

To be recognized as the respected industry leader in creation, provision and promotion of innovative solutions to emerging global challenges.



## VALUES

1. Creativity
2. Integrity
3. Teamwork
4. Professionalism
5. Trustworthy

COURSE	DURATION (HRS)
<b>CompTIA Certification</b>	
CompTIA A+	80
CompTIA Server+	40
CompTIA Network+	40
CompTIA Security+	40
CompTIA Linux+	40
CompTIA Data Sys+	40
CompTIA Data +	40
CompTIA Cloud+	40
CompTIA Cloud Essentials+	40
CompTIA CYSA +	40
CompTIA Project+	40
CompTIA Pentest+	40
CompTIA CASP+	40

<b>Certnexus Certification</b>	
Cyber secure Coder	40
Cybersec First Responder	40
Certified IOT Practitioner	40
Certified Data Science Practitioner	40
Certified AI Practitioner	40
Certified Ethical Emerging Technologist	40

<b>Microsoft Infrastructure Certifications</b>	
Azure Administrator Associate (AZ104)	8
Azure Solutions Architect Expert (AZ-305)	40
Azure Fundamentals (AZ 900)	40
Azure Network Engineer Associate (AZ 700)	40
Windows Server Hybrid Administrator Associate (AZ800, AZ801)	80
Azure for SAP Workloads Specialty (AZ 120)	40
Azure Virtual Desktop Specialty (AZ140)	40

<b>Microsoft Data and AI Certifications</b>	
Azure AI Fundamentals (AI 900)	8
Azure Data Fundamentals (DP 900)	8
Azure AI Engineer Associate (AI 102)	40
Power BI Data Analyst Associate (PL 300)	40
Azure Data Engineer Associate (DP 203)	40
Azure Database Administrator Associate (DP 300)	40
Fabric Analytics Engineer Associate (DP 600)	40
Azure Cosmos DB Developer Specialty (DP 420)	40
Azure Data Scientist Associate (DP 100)	40

COURSE	DURATION (HRS)
<b>Microsoft Digital App and Innovation Certifications</b>	
DevOps Engineer Expert (AZ 400)	40
DevOps Engineer Expert (AZ 400)	40

<b>Microsoft Modern Work Certifications</b>	
Microsoft 365 Fundamentals (MS 900)	8
Endpoint Administrator Associate (MD 102)	40
Administrator Expert (MS 102)	40
Collaboration Communications Systems Engineer Associate (MS 721)	40
Teams Administrator Associate (MS 700)	40

<b>Microsoft Business Applications Certifications</b>	
Power Platform Fundamentals (PL 900)	8
Power Platform Functional Consultant Associate (PL 200)	40
Power Platform Developer Associate (PL 400)	40
Power Automate RPA Developer Associate (PL 500)	40
Power Platform Solution Architect Expert (PL 600)	40
Dynamics 365 Fundamentals (CRM) (MB 910)	40
Dynamics 365 Fundamentals (ERP) (MB 920)	40
Dynamics 365 Sales Functional Consultant Associate (MB210)	40
Dynamics 365 Finance Functional Consultant Associate (MB 310)	40
Dynamics 365 Business Central Developer Associate (MB 820)	40
Dynamics 365 Customer Service Functional Consultant Associate (MB230)	40
Dynamics 365 Supply Chain Management Functional Consultant Associate (MB 330)	40
Dynamics 365: Finance and Operations Apps Solution Architect Expert (MB 700)	40
Dynamics 365: Supply Chain Management Functional Consultant Expert (MB 335)	40
Dynamics 365 Field Service Functional Consultant Associate (240)	40
Dynamics 365: Finance and Operations Apps Developer Associate (MB 500)	40
Dynamics 365 Customer Experience Analyst Associate (MB 280)	80
Dynamics 365 Business Central Functional Consultant Associate (MB 800)	40
Dynamics 365 Customer Insights (Data) Specialty (MB 260)	40

<b>Microsoft Security Certifications</b>	
Security, Compliance, and Identity Fundamentals (SC 900)	8
Azure Security Engineer Associate (AZ 500)	40
Cybersecurity Architect Expert (SC 100)	40
Security Operations Analyst Associate (SC 200)	40
Identity and Access Administrator Associate (SC 300)	40
Information Protection Administrator Associate (SC 400)	40

<b>Business Process Redesign and Re-engineering</b>	
Business Process Re-engineering (BPR) Course	40

COURSE	DURATION (HRS)
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### Programming/ Data Science Courses

Java Programming Fundamentals	40
Python Essentials	40
Python For Data Science	40
Programming In C#	40
Programming Using R	40
Machine Learning with Python	40
Mobile App Development with Flutter or kotlin	40
Android Applications UI/UX Design and Monetization	40

### IT Best Practices / Framework Certifications

Prince2 Foundation/Practitioner	40
Prince2 Agile Foundation/Practitioner	40
ITIL V4 Foundation	24
Project Management Professional (PMP)	40
Certified Business Analysis Professional (CBAP)	40
Entry Certified in Business Analysis (ECBA)	40
Certification of Capability in Business Analysis (CCBA)	40
Lean Six Sigma - Yellow Belt	16
Lean Six Sigma - Green Belt	24
Lean Six Sigma - Black Belt	40
Scrum Master	40
COBIT Foundation 2019	24
ITIL Specialist Create, Deliver & Support	32
ITIL Specialist High Velocity IT	32
ITIL Specialist Direct, Plan & Improve	32
ITIL Specialist Stakeholder Value	32
ITIL4 Leader Digital and IT Strategy	32

### PECB

PECB ISO/IEC 27001 Foundation	40
PECB ISO/IEC 27001 Lead Auditor	40
PECB ISO/IEC 27001 Lead Implementer	40
PECB ISO/IEC 27701 Privacy information Management Systems	40
PECB ISO/IEC 27001 Information Security Management Systems	40
PECB ISO/IEC 27032 Lead Cybersecurity Manager	40

### ERP Certifications

Microsoft ERP Certification Courses	40
SAP ERP Certification Courses	40
Oracle ERP Certification Courses	40

COURSE	DURATION (HRS)
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### Information Security Courses

Certified Information Systems Security Professional (CISSP)	40
Certified in the Governance of Enterprise IT (CGEIT)	40
Certified in Risk and Information Systems Control(CRISC)	40
Certified Information Security Manager(CISM)	40
Certified Information Systems Auditor (CISA)	40
Certified Ethical Hacking (CEH V13)	40
Certified Network Defender (CND)	40
CompTIA Pentest+	40
Licensed Penetration Testing	40
Computer Hacking Forensic Investigator (CHFI)	40
Disaster Recovery & Business Continuity	40
Certified Cybersecurity Technician (CCT)	40
Certified Secure Computer User (CSCU)	16
Certified SOC Analyst (CISA)	40

### Fortinet

Fortinet Certified Fundermental Cybersecurity	40
Fortinet Certified Associate Cybersecurity	40
FortiAnalyzer Analyst	40
FortiGate Administrator	40
Fortinet Certified Professional (FCP)	40

### AWS Certifications

AWS Certified Cloud Practitioner	8
AWS Certified Solutions Architect - Associate	24
AWS Certified Solutions Architect - Professional	24

### Redhat Certification

RedHat Certified System Administrator	40
RedHat Certified System Administrator in Red Hat OpenStack	40
RedHat Certified System Engineer in Red Hat OpenStack	40
Red Hat Certified Specialist in Virtualization	40
Red Hat Certified Enterprise Application Developer	40

### Cisco

Cisco Certified Network Associate (CCNA)	80
Cisco CyberOps Associate	40
CCNP Enterprise ENCOR	40
CCNP ENTEPRRISE - ENARSI	40
CCNP Collaboration	40



# Role Based Programs

COURSE	DURATION (HRS)
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## Business Etiquette Programs

Customer Service Excellence & Communication Skills	24
Work ethics and safety awareness program for support staff	16
Ethics, Values and Integrity Development Program for Leaders	24
Emotional intelligence skills for excellent leadership	24
Business Communication and Presentation Skills	16
Effective Office Skills for Support Staff	16
Client Relations and Customer Service Workshop	16
Support Staff: Effective Office Skills for Support Staff	16
The Effective Office Management & Administration Program	24
Conduct of Meetings, Minutes and Report Writing	24
Hospitality Skills Development Course	24

## Leadership & Management Courses

Leadership & Management Skills for Supervisors	40
Effective Supervisory & Management Skills	24
Leadership Programme for new managers and supervisors	24
Analytical Skills for New Managers & Supervisors	24
Institutional Re-engineering and Change Management	40
Coaching and Mentoring in Leadership	24
Supervisory and People management skills	24

## Health,Safety,Security & Risk Management courses

Basic Security, Disaster Preparedness and Management	16
Workplace Security and Safety	16
Security & Safety management	40
Crisis Management and Emergency Preparedness	24
Enterprise Risk management & Business Sustainability management	40
CCTV (closed circuit television) Security program	40

## Performance management courses

Performance management with balanced scorecard for Professionals	40
Project Performance Measurement and Management	24
Productivity Improvement and Measurements	40
Staff Performance Appraisal System	16

## Project Management

Project Development & Management	40
Project Planning & Implementation	40
Project Monitoring, Evaluation & Reporting	40
Project Finance: Managing Donor Funded Projects	40



COURSE	DURATION (HRS)
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## Digital transformation courses

Essential Computer Skills for Users	24
Digital skills for professionals	24
International computer Driving Skills (ICDL)	120
Digital Marketing & Social Media Policy	40
Data Analytics with Power BI for professionals	40
Cybersecurity Fundamentals	24
Data Science for Business practitioners	40
Artificial Intelligence (AI) for Professionals	40
Graphic Design	40
Video Editing	40
Web Design	40
Web Development	120
Advanced Web Development	120
Coding and Robotics for Schools	120

## Finance

Payroll specialist fundamentals	24
Personal financial planning & Management skills	24
International Reporting Standards (IFRS9-18)	24
Credit Analysis Management and Debt Collection	40
Financial Planning & Management Skills	40
Pre-Retirement Planning & Investment	40
Grants management and Financial reporting	40
Finance for Non -Finance Managers	40
Budget planning, forecasting & analysis	40
Financial Accounting, Reporting and Analysis	40
Financial modelling with Advanced Excel	40

## Records Management

Documents Compliance and Records Management	24
Electronic Records Management	32
Digitalization & File management Automation	32

## Supply chain courses

Contract and Supplier Relationship Management	24
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# Soft Tech BPO & Call Centre Division



SOFT TECH Business Process Outsourcing (BPO) & Call Center provide a wide range of customer support and sales solutions to enhance business efficiency and customer satisfaction. Our BPO services cover Inbound and Outbound call handling, Digital Media support, Email and WhatsApp support, Telesales, and Customer Satisfaction Surveys, ensuring seamless customer interactions across multiple channels.

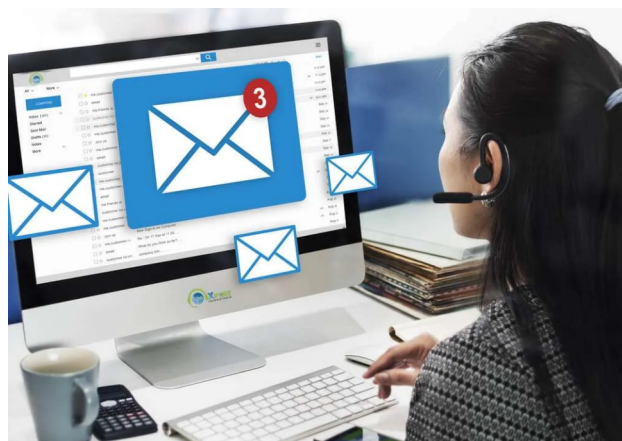
## Outbound Call Center Services

Outbound call centers, on the other hand, involve agents making calls to customers or potential customers. These centers focus on proactive communication to achieve specific objectives and common uses of outbound call center.



## Digital Media Services

Social Care refers to the practice of offering prompt customer support via channels like **Inbound and Outbound, Social Media, Emails and WhatsApp Management.** Social media support involves addressing customer inquiries, concerns, feedback, and interactions in a timely and effective manner.



## WhatsApp Support

WhatsApp for Business offers various features and tools to facilitate customer support, engagement, and communication.



## Inbound Call Center Services

Inbound call centers handle incoming customer calls and inquiries. These centers are designed to provide assistance, information, and support to customers who reach out to the company. Here are some common features and functions of inbound call center services:

## Emails Support

Organizations use email as a primary channel for customer service and support because it offers several benefits, including efficiency, scalability, and the ability to provide written documentation of interactions



# IT SOLUTIONS

## Cloud Solutions

Cloud computing allows businesses to manage their computer systems without the hassle of maintaining their own physical server. Businesses are moving towards cloud services, which offer quicker speeds, security, and scalability. It allows businesses to manage their IT resources without needing a dedicated IT team or paying high upfront costs for hardware components. Our cloud solutions center around;

- **Infrastructure as a service (IaaS):** access to storage, networking, and virtualization
- **Platform as a service (PaaS):** resources for cloud application development and deployment.
- **Software as a Service (SaaS):** Management of application software including underlying infrastructure and security.



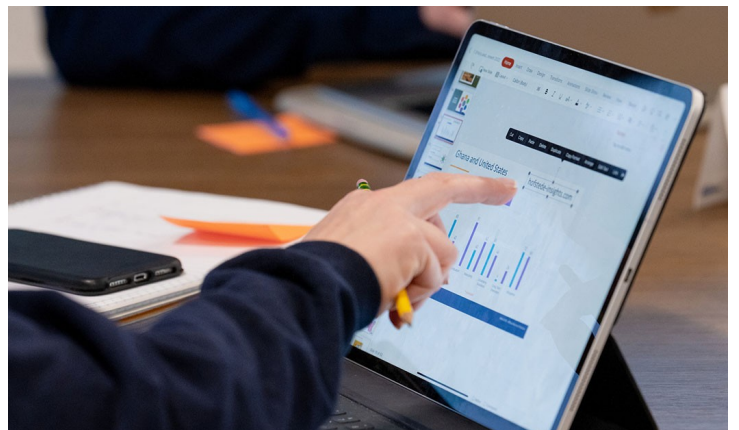
## Identity Management

Our Identity Management Solution Platform – SecuRegister, is a multi-modal, device and algorithm independent, a biometric software platform that achieves optimal performance whether delivered as part of traditional on-premise client-server computing solutions or embedded in cloud-based services.

## Data Centre Solutions

At Soft Tech Solutions, we provide a range of data centre solutions designed to meet the needs of modern enterprises. Our solutions ensure efficient, reliable, and scalable data management and infrastructure tailored to support your business operations.

- Virtualization
- Data Backup & Recovery
- Database Solutions
- Storage Solutions
- Management & Monitoring





# GLOBAL PARTNERS




DELIVERY  
PARTNER

# INDUSTRY ACCREDITATIONS



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