



OmniStackIT
SECURE · CONNECT · TRANSFORM

SERVICE PORTFOLIO

Cybersecurity · IT Solutions · Managed Services · Consultancy

What we deliver

- 01** Cybersecurity Solutions (Partner & Reseller)
- 02** IT Product Reselling
- 03** Managed Security Services (MSSP)
- 04** Call Center & Contact Center
- 05** Consultancy
- 06** Managed IT & Cloud Services
- 07** Software, Digital & Training Services

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1. About OmniStackIT

OmniStackIT is an Addis Ababa-based technology company that helps organisations secure, connect and transform their business through technology. We bring together cybersecurity, IT infrastructure, managed services, customer-engagement and expert consultancy under one roof, so our clients work with a single accountable partner across the entire technology lifecycle.

Our name reflects our approach: we cover the whole technology stack — from the devices on users' desks and the networks that connect them, to the data centers, cloud platforms and core banking systems that run the business, to the security operations that protect all of it around the clock.

We serve banks and financial institutions, telecom operators, government agencies, NGOs, healthcare, education and growing enterprises. Each engagement combines authorised products from global technology vendors with the local presence, responsiveness and understanding of the regulatory environment that our clients need.

Our Vision

To be the most trusted technology and cybersecurity partner in Ethiopia and East Africa, enabling organisations to grow safely in a digital world.

Our Mission

To deliver secure, reliable and innovative IT solutions and services — backed by certified people, proven processes and world-class technology partners — that protect our clients' assets and accelerate their digital transformation.

Our Core Values

Value	What it means for our clients
Integrity	We act honestly and protect our clients' information as if it were our own.
Excellence	We hold ourselves to international standards and certified best practice.
Customer focus	We measure our success by our clients' outcomes, uptime and security.
Innovation	We continuously adopt new technologies to solve problems better.
Partnership	We build long-term relationships with clients, vendors and our people.

2. Portfolio at a Glance

Our portfolio is organised into seven service lines. Clients can engage us for a single service or combine several into one integrated programme — for example, supplying a firewall, implementing it, monitoring it from our SOC and testing it through regular VAPT.

#	Service line	What the client gets
1	Cybersecurity Solutions (Partner & Reseller)	Authorised supply, deployment and support of leading security technologies.
2	IT Product Reselling	Genuine hardware, software, licences and cloud subscriptions from global OEMs.
3	Managed Security Services (MSSP)	24/7 SOC, VAPT, MDR, incident response and managed protection.
4	Call Center & Contact Center	Outsourced omnichannel customer service and contact center technology.
5	Consultancy	Cybersecurity, core banking, network, infrastructure and data security advisory.
6	Managed IT & Cloud Services	Day-to-day IT operations, NOC, cloud and data center services.
7	Software, Digital & Training Services	Development, integration, data & AI, and capacity building.

How our services fit together

- 1. Advise** — Consultancy helps clients decide what they need and how to comply.
- 2. Supply** — Product and cybersecurity reselling delivers the right technology.
- 3. Implement** — Certified engineers deploy, integrate and harden every solution.
- 4. Operate** — Managed IT, SOC, NOC and the contact center run it day to day.
- 5. Assure** — VAPT, audits and reporting prove it keeps working securely.

3. Cybersecurity Solutions — Partner & Reseller

As an authorised partner and reseller of leading global cybersecurity vendors, OmniStackIT designs, supplies, deploys and supports the security technologies that protect our clients' users, networks, applications, cloud workloads and data.

We do not simply sell boxes and licences. Every solution starts with understanding the client's risks and environment, is proven through a proof of concept, and is delivered by certified engineers who configure it securely and integrate it with existing systems. After go-live we remain the client's first line of support, with direct escalation to the vendor.

Solution Portfolio

Category	Purpose	Typical solutions	Partner vendors*
Network Security	Protects the network perimeter and internal segments from intrusion, malware and unauthorised access.	Next-generation firewalls, IPS, secure SD-WAN, network access control (NAC), network segmentation	Fortinet, Palo Alto Networks, Check Point, Cisco, Sophos
Endpoint Security	Secures laptops, desktops, servers and mobile devices against malware, ransomware and advanced threats.	Endpoint protection (EPP), EDR / XDR, mobile threat defense, device control	CrowdStrike, SentinelOne, Microsoft Defender, Trend Micro, Kaspersky, ESET
Email & Web Security	Stops phishing, business email compromise and malicious websites before they reach users.	Secure email gateway, web proxy, DNS security, SASE / SSE	Proofpoint, Mimecast, Zscaler, Cisco Umbrella, Netskope
Identity & Access Management	Ensures only the right people access the right systems, with strong authentication and control of privileged accounts.	IAM, multi-factor authentication (MFA), single sign-on (SSO), privileged access management (PAM)	Microsoft Entra, Okta, CyberArk, BeyondTrust, Delinea
Security Operations	Collects and correlates security events so threats can be detected and responded to quickly.	SIEM, SOAR, UEBA, threat intelligence platforms	Splunk, IBM QRadar, Microsoft Sentinel, Elastic, Wazuh
Application Security	Protects web applications, APIs and online banking channels from attacks and downtime.	Web application firewall (WAF), API security, DDoS protection, SAST / DAST tools	F5, Imperva, Cloudflare, Akamai, Checkmarx
Data Security	Prevents leakage and misuse of sensitive data and protects it with strong encryption.	Data loss prevention (DLP), encryption, hardware security modules (HSM), database activity monitoring, data classification	Forcepoint, Broadcom (Symantec), Thales, Varonis, Imperva

Category	Purpose	Typical solutions	Partner vendors*
Cloud Security	Gives visibility and control over cloud configurations, workloads and SaaS usage.	CSPM, CWPP, CASB, CNAPP	Palo Alto Prisma Cloud, Wiz, Microsoft Defender for Cloud
Vulnerability & Risk Management	Continuously finds, prioritises and tracks the weaknesses attackers could exploit.	Vulnerability scanners, attack-surface management, GRC platforms	Tenable, Qualys, Rapid7
Backup & Cyber Resilience	Ensures the business can recover quickly from ransomware, failure or disaster.	Immutable backup, ransomware recovery, disaster recovery	Veeam, Commvault, Rubrik
OT / IoT Security	Protects industrial control systems, utilities and connected devices.	OT network visibility, anomaly detection, segmentation	Nozomi Networks, Claroty, Fortinet OT

* Vendor names are representative examples of the technologies we work with; partnership status is confirmed per engagement.

What Every Solution Includes

- 1. Assessment & design** — We review the environment, risks and requirements and design the right solution and sizing.
- 2. Proof of concept** — The solution is tested in the client's own environment before purchase.
- 3. Supply & licensing** — Genuine products and licences through authorised channels, with full warranty.
- 4. Implementation & hardening** — Installation and secure configuration to vendor and industry best practice.
- 5. Integration** — Connection with existing systems such as Active Directory, SIEM and the network.
- 6. Knowledge transfer** — Hands-on training for the client's administrators and documentation handover.
- 7. Support & renewals** — L1/L2 support with vendor escalation, health checks and timely renewal management.

4. IT Product Reselling

OmniStackIT supplies genuine, warranty-backed IT products from authorised manufacturers and distributors. We help clients choose the right specification, compete in tenders with accurate bills of quantities, and receive products installed, configured and supported.

Because we also design and operate infrastructure, our product advice is grounded in real-world performance, compatibility and total cost of ownership — not just price.

Product Categories

Category	Products	Brands
End-User Computing	Desktops, laptops, workstations, tablets, thin clients, monitors and accessories	Dell, HP, Lenovo, Apple
Servers & Storage	Rack, blade and tower servers; SAN and NAS storage; hyper-converged infrastructure; backup appliances and tape	Dell Technologies, HPE, Lenovo, NetApp, Nutanix, IBM
Networking	Core, distribution and access switches; routers; wireless access points and controllers; load balancers; SD-WAN	Cisco, Huawei, HPE Aruba, Juniper, Ruckus, MikroTik
Data Center Facilities	Server racks, UPS systems, precision cooling, PDUs, structured cabling and fibre	Schneider Electric (APC), Vertiv, Eaton, Panduit, CommScope
Software & Licences	Operating systems, office productivity, databases, virtualisation, backup and ERP licences	Microsoft, Oracle, VMware, Red Hat, SAP
Cloud Subscriptions	Microsoft 365, Azure, AWS and Google Workspace subscriptions with local billing and support	Microsoft, AWS, Google
Unified Communications	IP PBX, IP phones, video conferencing and meeting room systems, contact center platforms	Cisco, Avaya, Yealink, Poly, Zoom, Microsoft Teams Rooms
Physical Security	IP CCTV, video management, access control, biometric time attendance, smart building systems	Hikvision, Dahua, Axis, ZKTeco, HID
Printing & Peripherals	Printers, multifunction devices, scanners, POS and barcode equipment	HP, Canon, Epson, Zebra
Banking Hardware	ATMs, POS terminals, card printers, cash and cheque handling equipment	NCR Atleos, Diebold Nixdorf, Ingenico, Verifone

Value-Added Services

- Pre-sales consultation, sizing and solution design
- Bill of quantities (BoQ) and technical tender / RFP response support
- Staging, imaging and configuration before delivery
- Delivery, installation and commissioning on site

- Asset tagging and inventory documentation
- Extended warranty and annual maintenance contracts (AMC)
- Spare parts management and hardware replacement
- Secure data wiping and environmentally responsible e-waste disposal

5. Managed Security Services (MSSP)

OmniStackIT Managed Security Services give organisations enterprise-grade protection around the clock, without the cost and difficulty of building and staffing their own security operations team.

From our Security Operations Center (SOC), certified analysts monitor client environments 24 hours a day, 365 days a year, detecting threats, investigating alerts and responding to incidents in line with agreed service levels. Our offensive security team tests clients' defences the way real attackers would, so weaknesses are found and fixed before they are exploited.

5.1 Managed SOC, Detection & Response

Service	Description
Managed SOC (24/7/365)	Continuous monitoring of security logs and alerts by L1-L3 analysts, with triage, investigation, escalation and monthly reporting against SLAs.
SIEM-as-a-Service	We host, tune and operate the SIEM platform for the client, priced per device or per data volume — no large upfront investment.
Managed Detection & Response (MDR)	EDR / XDR-based detection, active threat hunting, containment and guided remediation across endpoints, identities and cloud.
Threat Intelligence & Digital Risk Monitoring	Curated threat feeds, dark-web monitoring, brand-impersonation and fake-domain detection, leaked-credential alerts.
Incident Response & Digital Forensics	Retainer-based or on-demand response to breaches and ransomware: containment, eradication, recovery, root-cause analysis and evidence handling.
Proactive Threat Hunting	Hypothesis-driven searches for hidden attackers and indicators of compromise that automated tools miss.
Compromise Assessment	A one-time deep investigation to determine whether an environment has already been breached.

5.2 Vulnerability Assessment & Penetration Testing (VAPT)

Our offensive security specialists follow recognised methodologies (OWASP, PTES, NIST SP 800-115, MITRE ATT&CK) and deliver clear executive summaries alongside detailed technical findings, risk ratings and re-testing to confirm fixes.

Service	Description
Vulnerability Assessment	Scheduled internal and external scanning with risk-ranked findings and clear remediation guidance.

Service	Description
Network Penetration Testing	Manual testing of internal and external infrastructure to show how an attacker could gain access and move laterally.
Web Application Penetration Testing	Testing of websites, portals and internet banking based on OWASP Top 10 and OWASP testing methodology.
Mobile Application Penetration Testing	Android and iOS app testing aligned to OWASP MASVS, including mobile banking and wallet apps.
API Security Testing	Assessment of REST, SOAP and GraphQL APIs, including payment, fintech and open-banking integrations.
Wireless Penetration Testing	Wi-Fi security, rogue access point detection and network segmentation testing.
Red Team & Adversary Simulation	Goal-based, multi-vector attack simulation mapped to MITRE ATT&CK, testing people, process and technology together.
Social Engineering & Phishing Simulation	Realistic phishing campaigns, phone-based (vishing) tests and physical intrusion tests to measure staff awareness.
Secure Source Code Review	Manual and automated review of application source code to find security flaws early.
Cloud Security Assessment	Configuration review of AWS, Azure and Google Cloud against CIS benchmarks and vendor best practice.
ATM, POS & Card Security Testing	Security testing of ATMs, POS terminals, card management and payment switching systems.
Configuration & Hardening Review	Review of servers, databases, firewalls and network devices against CIS and vendor hardening baselines.

5.3 Managed Protection Services

Service	Description
Managed Firewall / IPS / WAF	Policy management, change control, rule optimisation and periodic firewall rule reviews.
Managed Endpoint Protection	Administration of antivirus and EDR consoles, policy tuning and threat clean-up.
Managed Email Security	Anti-phishing and anti-spam administration, quarantine handling and user reporting.
Managed Vulnerability Management	A continuous cycle of scanning, prioritising, tracking remediation and re-testing.
Managed Patch Management	Testing and deployment of operating system and application security patches.
Managed PAM & Identity	Operation of privileged access and identity governance platforms, access reviews and recertification.

Service	Description
Managed DLP & Data Security	Monitoring of data-loss incidents, policy tuning and investigation support.
Managed Backup & Recovery	Monitoring of backup jobs, restore testing and ransomware-ready recovery.
Security Awareness as a Service	An e-learning platform plus regular phishing simulations and progress reporting.
Virtual CISO (vCISO)	Part-time, senior security leadership for strategy, board reporting, policy and regulatory engagement.

5.4 Service Tiers

Managed security services are offered in three packages that can be tailored to each client's size, risk profile and regulatory obligations.

Tier	What's included	Best suited for
Essential	8×5 monitoring, monthly vulnerability scanning, managed endpoint protection, quarterly report	Small and medium businesses
Advanced	24/7 SOC, MDR, monthly vulnerability scanning, annual VAPT, monthly executive report	Mid-size enterprises and institutions
Premium	24/7 SOC + MDR, incident response retainer, quarterly VAPT, red teaming, threat intelligence, vCISO, dedicated analyst	Banks, telecom operators, government and critical infrastructure

6. Call Center & Contact Center Services

OmniStackIT delivers professional, multilingual customer-engagement services that let organisations offer excellent service to their customers without building and running a contact center themselves.

Our agents are trained on each client's products, processes and tone of voice, and handle interactions in Amharic, Afaan Oromo, Tigrinya, English and other languages as required. Because we are also a technology company, we can design, deploy and integrate the contact center platform itself — on premises or in the cloud.

6.1 Outsourced Contact Center (BPO)

Service	Description
Inbound Customer Service	Hotlines and customer-care lines handling enquiries, requests and complaints during business hours or 24/7.
Outbound Campaigns	Telesales, customer onboarding and welcome calls, surveys, renewals and payment reminders.
Omnichannel Support	Consistent service across voice, SMS, email, live chat, WhatsApp, Telegram and social media.
IT Help Desk / Service Desk	L1 technical support for employees and end customers, with ticketing and escalation to L2/L3 teams.
Banking & Fintech Support	Card blocking, mobile and internet banking support, wallet and agent support, dispute and complaint handling.
Back-Office Processing	Data entry, KYC verification, document processing and order handling.
Quality & Customer Insight	Call recording, quality monitoring, CSAT and NPS surveys, and regular performance reporting.

6.2 Contact Center Technology

Solution	Description
Contact Center Platforms	Design, supply and implementation of IP PBX, ACD, IVR and agent desktop solutions.
Cloud Contact Center (CCaaS)	Rapid deployment of cloud-based contact centers with pay-per-seat pricing.
CRM Integration	Integration with CRM, core banking and ticketing systems for a 360° customer view.
Chatbots & Voice Bots	AI-assisted self-service and agent-assist tools that reduce waiting times.
Workforce & Analytics	Workforce management, real-time dashboards, call and speech analytics.
Contact Center Consulting	Center setup, process design, KPI frameworks and agent training programmes.

Commercial models

Per agent seat per month · per minute or per interaction · dedicated or shared agents · build-operate-transfer (BOT).

7. Consultancy Services

OmniStackIT's consultancy practice provides independent, expert advice that helps leaders make the right technology decisions and meet regulatory expectations. Our consultants combine international frameworks and certifications with practical, hands-on delivery experience.

We support clients across the full lifecycle — strategy and assessment, design, procurement support, implementation oversight, and audit — in five specialised practice areas.

7.1 Cybersecurity Consultancy

We help organisations understand their cyber risk, build a governance programme and achieve compliance with international standards and regulatory requirements.

Service	Description
Cybersecurity Strategy & Maturity Assessment	Current-state assessment against NIST CSF 2.0 or CIS Controls, with a prioritised, budgeted roadmap.
Governance, Risk & Compliance (GRC)	Security policies, standards and procedures; risk assessment methodology and risk registers.
ISO/IEC 27001 Implementation	End-to-end ISMS implementation, internal audit and certification readiness.
Regulatory & Industry Compliance	Readiness for PCI DSS, SWIFT CSP, ISO 22301 and National Bank of Ethiopia / INSA directives.
Security Architecture & Zero Trust	Review and design of security architecture based on Zero Trust principles.
Business Continuity & Disaster Recovery	Business impact analysis, BCP and DRP development and testing.
Third-Party & Vendor Risk	Assessment of suppliers and outsourcing partners that handle sensitive data.
Incident Response Planning	IR plans, playbooks and executive tabletop exercises.
Security Awareness Programme Design	Role-based awareness strategy, content and measurement.

7.2 Core Banking Consultancy

We guide banks and microfinance institutions through selecting, implementing, integrating and securing their core banking and digital channel platforms.

Service	Description
Core Banking System Selection	Requirements gathering, market scan, RFP preparation and vendor evaluation.
Implementation Advisory & PMO	Independent project management, quality assurance and vendor oversight.
Business Requirements & Gap Analysis	Mapping of products and processes, parameterisation and customisation needs.
Data Migration	Migration strategy, data cleansing, mock runs and reconciliation.
Integration & Interoperability	ATM / card switch, mobile and internet banking, payment gateways, RTGS / ACH, national switch, SWIFT and third-party APIs.
Digital Banking Strategy	Agency banking, mobile wallets, open-banking APIs and digital onboarding.
Interest-Free Banking	Advisory on interest-free (Islamic) banking products and system modules.
Testing Services	System integration (SIT), user acceptance (UAT), performance and security testing.
Core Banking Security & IT Audit	Security review of the core banking environment and its interfaces.
Post-Go-Live Support & Upgrades	Stabilisation, optimisation, version upgrades and support model design.

7.3 Network Consultancy

We design secure, high-performance networks that connect headquarters, branches, data centers and cloud reliably.

Service	Description
Network Assessment & Health Check	Review of performance, availability, capacity and security of the existing network.
LAN / WAN / WLAN Design	Campus, branch and wireless network architecture and documentation.
SD-WAN & Branch Connectivity	Design and migration to SD-WAN for cost-effective, resilient branch links.
Data Center Networking	Spine-leaf fabric, high availability and network virtualisation design.
Routing, Switching & QoS	IP addressing, BGP / OSPF / MPLS design and quality of service for voice and video.
Network Segmentation & Security	Zoning, micro-segmentation and secure remote access design.
Wireless Site Surveys	Predictive and on-site surveys with coverage heat maps.
Network Modernisation Planning	Technology refresh roadmaps and migration plans with minimal downtime.

7.4 Infrastructure Consultancy

We help organisations build and run resilient IT infrastructure — on premises, in the cloud, or both.

Service	Description
Data Center Design & Build	Tier-aligned data center design following TIA-942 and Uptime Institute principles.
Server, Storage & Virtualisation Architecture	Right-sized compute and storage platforms, virtualisation and hyper-converged design.
Cloud Strategy & Migration	Cloud readiness assessment, public / private / hybrid strategy and migration planning.
High Availability & DR Site Design	Disaster recovery site design, replication and failover planning.
Infrastructure Assessment & Capacity Planning	Current-state review and capacity forecasting.
IT Service Management (ITIL)	Service desk, incident, change and problem management process design.
IT Strategy & Governance	IT strategy, enterprise architecture and governance using COBIT.

7.5 Data Security Consultancy

We help organisations know where their sensitive data is, protect it throughout its life, and meet data-protection obligations.

Service	Description
Data Discovery & Classification	Identification and labelling of sensitive and personal data across systems.
Data Protection & Privacy Compliance	Alignment with Ethiopia's Personal Data Protection Proclamation and international regimes such as GDPR.
DLP Strategy & Implementation	Data-loss prevention use cases, policy design and phased rollout.
Encryption, Key Management & HSM	Encryption architecture, key lifecycle and HSM design for banking and PKI.
Database Security	Database hardening, activity monitoring and access control review.
Data Governance	Data ownership, governance framework and data-retention policy.
Backup & Data Resilience Review	Assessment of backup strategy against ransomware and recovery objectives.
Privacy Impact Assessments	PIA / DPIA for new systems and processing activities.

8. Managed IT, Cloud & Other IT Services

Beyond security and consultancy, OmniStackIT operates and modernises the wider IT estate, so clients can focus on their core business.

Service area	Description
Managed IT Services	Remote and on-site IT support, server and database administration, patching, asset management and SLA-based annual maintenance contracts.
Network Operations Center (NOC)	24/7 monitoring of network, server and application availability with proactive alerting and fault resolution.
Cloud Services	Cloud migration, Microsoft 365, Azure and AWS deployment and administration, cloud backup, disaster recovery as a service (DRaaS) and cost optimisation.
Data Center Services	Data center build, relocation, colocation advisory, and power and cooling maintenance.
Systems Integration	Turnkey ICT projects including structured cabling, fibre, CCTV, access control and smart buildings.
Software Development	Custom web and mobile applications, enterprise portals and APIs built with a secure development lifecycle.
Enterprise Applications	Implementation of ERP, CRM, HRMS, document management and workflow automation solutions.
Data, Analytics & AI	Data warehousing, business intelligence dashboards, analytics, AI / machine learning and robotic process automation (RPA).
Digital Transformation	E-government and e-services, payment integration, digital onboarding and e-KYC.
DevOps & DevSecOps	CI/CD pipelines, containerisation and Kubernetes, infrastructure as code and security built into delivery.
IT Audit & Assurance	IT general controls (ITGC) audits, ISO 27001 internal audits and regulatory IT audits.
IT Staff Augmentation	Resident or outsourced engineers, security analysts, developers and project managers.
Training & Capacity Building	Vendor certification training, cybersecurity awareness, SOC analyst bootcamps and cyber-range exercises.

9. Industries We Serve

We tailor our services to the risks, regulations and operating realities of each sector.

Industry	Key OmniStackIT services
Banking, Microfinance & Insurance	Core banking, digital channels, SOC, VAPT, PCI DSS / SWIFT compliance, contact center.
Fintech & Payments	API and mobile app security, cloud security, fraud-ready monitoring, scalable infrastructure.
Telecommunications	Network and data center infrastructure, SOC, OT/IoT security, customer care.
Government & Public Sector	E-government platforms, data protection, infrastructure modernisation, security operations.
Healthcare	Patient-data protection, reliable infrastructure, help desk and digital health systems.
Education	Campus networks, e-learning platforms, end-user computing and awareness training.
Energy, Utilities & Manufacturing	OT / ICS security, industrial networks, resilient infrastructure.
NGOs & International Organisations	Managed IT, cloud collaboration, secure remote access and data protection.
Retail, Hospitality & Enterprise	POS and payment security, Wi-Fi, CCTV, managed IT and customer engagement.

10. Engagement Models & Delivery Methodology

Engagement Models

Model	How it works	Typical services
Project-based	Fixed scope with a fixed price or time-and-materials billing.	Implementations, VAPT, consultancy, data center builds
Managed service	Monthly or annual subscription governed by service levels (SLAs).	SOC, MDR, NOC, managed IT, call center
Retainer	Pre-paid hours or guaranteed on-call expert availability.	Incident response, vCISO, advisory
Supply & support	Product supply with warranty and annual maintenance.	Hardware, software and licences
Build-Operate-Transfer	We build and operate the capability, then transfer it to the client's team.	SOC, contact center, data center

Our Delivery Methodology

Every engagement follows a proven five-stage approach, supported by project management best practice (PMI / PRINCE2) and service management based on ITIL 4.

- 1. Assess** — Understand the business, its risks, requirements and current environment.
- 2. Design** — Define the architecture, select the right solutions and agree a roadmap.
- 3. Deliver** — Supply, implement, integrate, test and document the solution.
- 4. Operate** — Monitor, manage and support the environment against agreed SLAs.
- 5. Improve** — Review performance regularly, report transparently and optimise continuously.

Service Levels & Reporting

- Clearly defined SLAs for response and resolution times, by priority
- Single point of contact and a named account manager for each client
- Monthly service and security reports with executive summaries
- Quarterly service review meetings and continuous-improvement plans
- Strict confidentiality, non-disclosure agreements and controlled access to client data

11. Standards, Quality & Certifications

OmniStackIT aligns its services with internationally recognised frameworks and national regulatory requirements:

- ISO/IEC 27001 — information security management
- ISO/IEC 20000 and ITIL 4 — IT service management
- ISO 22301 — business continuity management
- NIST Cybersecurity Framework 2.0 and CIS Critical Security Controls
- PCI DSS and SWIFT Customer Security Programme
- OWASP, PTES and MITRE ATT&CK — security testing
- COBIT — IT governance
- National regulatory requirements, including National Bank of Ethiopia directives, INSA guidance and the Personal Data Protection Proclamation

Team Certifications

Our team holds, or is pursuing, industry certifications including CISSP, CISM, CISA, CEH, OSCP, CompTIA Security+, ISO 27001 Lead Implementer and Lead Auditor, CCNA / CCNP, Fortinet NSE, Microsoft Azure and AWS certifications, ITIL 4 and PMP.

12. Why OmniStackIT

Advantage	What it means for you
One accountable partner	Products, implementation, operations, security and customer engagement from a single provider.
Security in everything	Every solution we supply or build is designed and configured securely from day one.
Certified expertise	Engineers and consultants certified by leading vendors and international bodies.
Deep financial-sector know-how	Practical experience with core banking, payments and banking regulation.
Local presence, global technology	Authorised partnerships with world-class vendors, backed by fast local support.
24/7 operations	Round-the-clock SOC and NOC monitoring with clear SLAs.
Transparent reporting	Regular, business-friendly reports and service reviews.
Flexible commercial models	Projects, subscriptions, retainers and build-operate-transfer options.

13. Contact Us

We would welcome the opportunity to understand your requirements and propose the right solution. Contact us for a free initial consultation, security assessment or product quotation.

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