



10th September 2020

Dear Valued Customer,

Covid-19 has affected every business in Malawi and the World at large. Despite the challenges that the pandemic has brought, it has also taught new ways of doing business: sourcing input, delivering services, serving you – our customers and supporting you. Above all it has shown us the power of oneness. Together with you our customers, we are managing and excelling through while **KEEPING YOUR HEALTH & SAFETY** as well as **OURS** a priority. We pledge to do so until the Corona Virus fight is over and remain deeply regretting the inconvenience caused by the way we are serving you. **Together we will win.**

As an ICT services provider, a major player in this industry, with the Covid-19 measures in place (working from home, social distancing etc.), we realized that we have bigger role to play in facilitating communication and business operations for our existing and future customers.

We re-engineered our operations, enhanced capacity and customized our service delivery systems and processes. We have become closer to you, technically through our fibre deployment in the cities of Blantyre, Lilongwe, Zomba, Mzuzu, Mangochi and Salima to give you super speed and reliable connectivity for internet and Virtual private Networks. We doubled our Data Centre capacity to offer colocation, storage, Hardware as a Service (**HaaS**), Software as a Service (**SaaS**), Infrastructure as a Service (**IaaS**) and Cloud Services. You can also use our Data Centre for Back Up or as your Disaster Recovery Sites.

Commercially we have doubled our efforts to serve and support you better and in time. In short, we have become part of the communities we live.

Knowing fully well that services need devices such as computers, our showrooms in Blantyre, Lilongwe and Mzuzu are well stocked for your computer needs including our customer oriented **Computer Schemes for schools** (lecturers and students) and the corporate world.

We are more than geared to serve you. Contact us via info@globemw.net

I will be failing my duty if I do not thank and appreciate the support we have received from our esteemed customers during this difficult time.

We shall always remain indebted to you.

Ranjan **PERERA**
Managing Director