



Company Profile

Hughes Building, 8th Floor
Kenyatta Avenue
P.O. Box 24915-00100
Nairobi, Kenya
Tel: +254 20 200 0359
Cell: +254 731 210 110
E-mail: adept@adept-techno.com
Web: www.adept-techno.com

About Us

We are an IT Enabled Services company that supports businesses through the provision of high quality services in the data related and digitization fields that result in faster and better decision making, referencing, cross selling, enhanced customer service and strategic planning.

Purpose Statement

We exist to coach, mentor and empower young people.

Mission Statement

We partner with organizations to enhance versatility and accomplish strategic objectives.

Our Values

In every thing we do, every day:

- We are dependable and bring our best effort to every task.
- We are solution driven, always seeking new and better ways to offer value.
- We listen to our internal and external partners and work together to achieve superior outcomes

Our area of expertise is in:

- Data & Records Digitization
- Data Entry
- Data Cleansing & Enrichment
- Data mining & Curation
- Data Collection & analysis
- Image Annotation
- Content Curation
- Transcription
- Captioning
- Contact Center
- Email and chat support

Social Impact

Adept Technologies is a Social Enterprise. We are committed to fair and diverse selection of our staff as well as their development, motivation and recognition. We provide employees with the tools, training and support to achieve excellence in customer satisfaction.

Adept's mission is to provide opportunities for personal and professional skill development to the youth. We recruit, grow and nurture talent and more importantly, expose young people to opportunities. By doing so, scores of Kenyan youth are able to earn a living, and improve their living standards.

Our Team

Our team is talented, young, dedicated, engaged and enthusiastic. We are open to new challenges and opportunities, and are quick to learn making it possible for us to deliver quality work on all projects within the designated times.

Our Data management services enable organizations and businesses in various industries to

- Make decisions
- Strategically think and plan
- Update their databases

Data Cleansing and Enrichment

Organizations and businesses seeking to clean up their database can count on us to identify and correct or verify inaccurate, incomplete and irrelevant data thus enhancing the quality of the data. We also enhance and enrich databases by providing valid and verified information collected from different sources.

Data cleansing and enrichment enables organizations and businesses make effective decisions, save time and money.

Data Collection & Data Analysis

We collect raw data through various methods such as phone surveys and field work. We thereafter transfer this data into client usable formats

Data and Records Digitization

Organizations that have large volumes of analogue data (documents in hard copy) can increase efficiency through space utilization, faster retrieval and enhanced security through authentication of users. We offer services in:

- Conversion of hard copy data and image-based documents into digital formats.
- Provision of digital and archiving solutions to manage, store, search, retrieve, and recover data/documents

Data Entry

We convert substantial volumes of hard copy and image based forms into digital formats. Quality and accuracy is guaranteed through double data entry.

Data Mining and Curation

The internet offers many opportunities to mine for information and has become a significant research tool. Through data mining, our team extracts raw information from different sources and delivers it in a systematic, well-arranged format that can be analyzed and accessed easily.

Transcription

Many companies/businesses now record meetings and Interviews in audio or video format to maintain the integrity of the conversations. We convert these audio and video files into text format (transcripts)

The conversion process includes a three-part quality control check – Transcription, review and quality analysis resulting in 99% accuracy. We also ensure that content and formatting adheres to the client's preferred style.

Captioning

We offer digital media captioning to videos, TV programming and online content so viewers can read what is being said.

Adding captions to videos on your website helps you communicate your message to more people. It also makes it easier for web users to find you when they're doing a search for the products or services you offer.

Image Annotation

We assist our clients in labelling voluminous images by classifying and making the images searchable and by adding notes, comments, captioning and tagging.

The images are tagged using sophisticated software for different purposes which include:

- Machine learning - feeding computers with the required algorithms e.g. object detection purposes.
- Naming people in photos by assigning specific captions and comments to specific images

Contact Center

Our team is trained and equipped to offer services in the areas of tech support, tele-support, and customer service. We provide both inbound and outbound call support to our client's and their customers.

Clients can use our contact services for:

- Tele-sales
- Improving customer support by having a team of qualified customer service executives available 24/7
- Saving costs while outsourcing operational costs

Email and Chat Support

We provide real time feedback through chat and email support to customers seeking to resolve ad hoc questions, challenges and concerns relating to a product or service.

Email & chat support is especially helpful for companies that have a high traffic in enquiries to their websites and via emails.



▶ Our Clients



KEMRI | Wellcome Trust

CODEPATH*

