

THE GENX APPROACH

OBSERVE

Conditions and signals

DIAGNOSE

Cause and consequence

ACT

A scoped remedy



Protect the systems work depends on.

Environmental monitoring, data-centre and network delivery, technical assurance, custom systems, websites, apps and practical AI coaching.

The IT proposition

Protect infrastructure and improve the work it supports. We combine environmental monitoring, networks and technical assurance with custom software, websites, apps and AI coaching.

OUR STARTING POINT

Detect heat, humidity, smoke and equipment trouble early. Route each alert to an owner. Maintain the network and prove recovery before it is needed.



01

ENVIRONMENT

Monitor server-room conditions and alarm states; agree thresholds, notification and response.

02

INFRASTRUCTURE

Assess, design, supply, install and commission server and network components by scoped project.

03

ASSURANCE

Assess exposure and recoverability through authorised, bounded testing and documented findings.

DIGITAL DEVELOPMENT + AI

ERP, POS, websites, apps and useful automation. See the dedicated digital-services page.

Evidence of delivery

The hospital projects establish experience in critical environments. They do not imply GenX has already delivered every IT service in this profile.

2025 / 38 SITES

Laboratory monitoring

Wireless smart fire-hazard sensors covered laboratories, offices and corridors at 38 general hospitals nationally. The work required specification consistency, installation coordination and local handover.

2026 / 2 SITES

Server-room environment

GenX installed monitoring at Harare Hospital and Mpilo Hospital laboratory server rooms. The owner identifies Schneider Electric temperature, humidity and smoke sensing in the installations. Device model details can be checked for a technical bid.

38

GENERAL HOSPITAL LABORATORIES / 2025

02

HOSPITAL SERVER ROOMS / 2026

FROM INSTALLATION TO OPERATING SERVICE

A new assignment defines sensor positions, client-approved thresholds, notification, escalation, acceptance tests and support arrangements. Its evidence and operating handover are agreed for that site.

From sensor to response

Early warning protects a site only when measurement, decision and action are connected. This operating model is specified with each client.

01**MEASURE**

Sensors at agreed locations; device inventory and calibration/health checks.

02**INTERPRET**

Thresholds set with site and equipment requirements, not a universal guess.

03**ALERT**

Test notification paths, escalation and loss-of-signal conditions.

04**ACT**

Name the person and response procedure for each class of event.

05**REVIEW**

Trend exceptions, nuisance alerts and unresolved incidents.



Relevant engineering guidance addresses environmental conditions at IT equipment. Exact thresholds depend on equipment class and site design; ASHRAE guidance is a reference, not a GenX certification.

Preventing infrastructure failure

Data-centre design and commissioning, server and network architecture, installation and ongoing infrastructure support, scoped to the organisation's requirements.

DISCOVER

Estate and dependency assessment

Inventory compute, storage, switching, cabling, power and environment; map critical services and maintenance windows.

DESIGN

Server and network architecture

Define capacity, segmentation, resilience, physical layout and a bill of materials appropriate to the site.

DELIVER

Installation and commissioning

Stage equipment, install with change control, test links and failover assumptions, and record as-built configuration.

OPERATE

Maintenance and lifecycle

Schedule preventive checks, firmware and replacement planning; keep an owner and escalation path for faults.



Every project begins with site access, design approval, dependencies and acceptance tests in writing.

CONNECTED MONITORING

Know sooner. Respond with clearer information.

Unobserved fuel loss, vehicle misuse and developing driver risks can interrupt work and consume operating margins. We supply and install monitoring around the equipment, connectivity and people responsible for responding.

Vehicle safety and fleet control

GPS tracking provides location, journey history and agreed-area alerts. Speed limiters help control speed; dash cams provide journey and incident records. Remote immobilisers and panic buttons add vehicle-security and assistance options.

Fuel monitoring and loss alerts

Truck, fleet and generator fuel monitoring records levels and refills, with alerts for unusual drops. Clear records help businesses investigate unexplained losses, protect fuel budgets and plan refuelling at vehicles and remote sites.

Driver monitoring systems

Driver-facing cameras and facial/behaviour monitoring help identify fatigue, yawning, distraction, phone use and smoking. Suitable in-cab warnings and reviewable events support the fleet response, with panic buttons for assistance.

START WITH THE OPERATING REQUIREMENT

Vehicle or site survey, equipment selection, notification routes, operating responsibilities, acceptance tests and handover are agreed for the engagement. For connected monitoring, integration and reporting are scoped to the actual system.

Security and recovery

The offer is a scoped assessment and improvement path. Testing requires written authority, clear rules of engagement and a reporting route.

AUTHORISED SECURITY TESTING

Find exposure early

Agree systems, exclusions, timing and methods in writing. Report observed findings and remediation, then retest the agreed changes. A team member has performed penetration testing outside GenX.

BACKUP AND CONTINGENCY

Prove recoverability

Identify critical services, review backup coverage and isolation, set recovery priorities and rehearse selected restores. A successful backup job alone does not prove recovery.



Controls that make an assessment credible

Authority

Written scope and rules of engagement before a security test.

Evidence

Findings tied to observed behavior and stated limitations.

Decision

Client chooses risk treatment and recovery priorities.

Closure

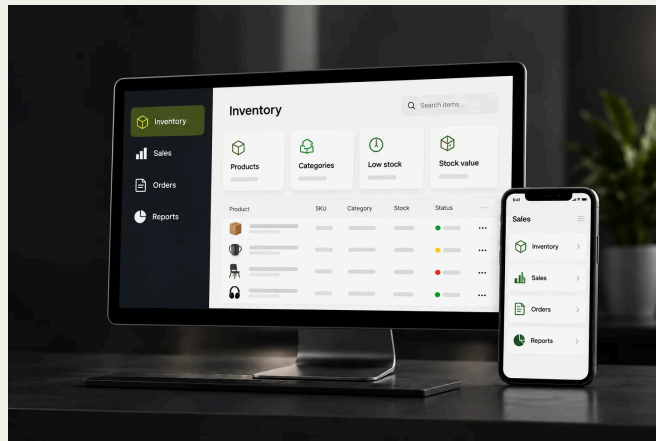
Retest or exercise verifies the change against agreed criteria.

DIGITAL DEVELOPMENT + AI

Build the tools work depends on.

Grow smarter. Work faster. Compete better.

We build and improve business systems, websites and apps around your workflow, and coach employees in practical AI use. Start with a review of your current work, system or website; agree the scope, then build or improve the tools.



Business systems

Custom ERP, POS, inventory, school, HR, CRM and booking systems, with reporting, dashboards and data analysis. Designed around the work and the people doing it.

Websites and improvement

New business and institutional websites. Existing-site audits for speed, usability and security, followed by targeted improvements or a redesign.

Web and mobile apps

Apps that connect staff and customers to records and workflows. Integrations with an existing system or a wider custom build, as the project requires.

AI coaching and automation

Hands-on employee and team training for drafting, research, reporting and administration. Useful automation for repetitive tasks, with practical verification.

REVIEW / AGREE / BUILD / TEST / HAND OVER

Scope, integrations, hosting, data handling, acceptance and support are agreed for each project. Website reviews cover speed, usability and security. AI coaching and useful automation include review and verification suited to the task.

Ways to start

A small, defined first assignment lets a client inspect the work before considering broader deployment or recurring support.

A

Server-room resilience baseline

Site walk, equipment and sensor inventory, environmental risks, current alert chain, prioritized action register.

B

Monitoring design and pilot

Sensor placement, agreed thresholds, notification tests, loss-of-signal test, acceptance record and handover.

C

Infrastructure health review

Dependencies, configuration evidence, network/server risks, staged remediation and commissioning criteria.

D

Security or recovery assessment

Written authority and scope, test plan, observed findings, remediation priorities and a bounded retest or restore exercise.

These are sample entry scopes. Price, timeline, equipment, service levels and responsible parties are defined for the actual site and approved before work begins.

Delivery and handover

The same discipline applies whether the work is a single server room or a distributed site programme.

01**Agree**

Scope, site constraints, dependencies, authority and acceptance criteria.

02**Survey**

Existing condition, configuration, risks and evidence gaps.

03**Design**

Option, equipment and controls, including operating ownership.

04**Implement**

Staged change, installation records and issue management.

05**Prove**

Functional, alarm, failover or restore tests suited to scope.

06**Transfer**

As-built record, escalation, spares and maintenance plan.

The client approves thresholds, disruption windows and risk decisions. GenX reports what was tested and what remains outside scope.

A credible technical partner

GenX brings institutional installation experience and a wider team capability. The right next step is a scoped brief, site evidence and an agreed test.

GenX's delivery record includes 38 hospital laboratory monitoring sites in 2025 and server-room monitoring at Harare and Mpilo hospitals in 2026. Services include infrastructure, networks, security and recovery, connected fleet and generator monitoring, business systems, websites, apps and AI coaching.

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