

SOFTWARE DEVELOPMENT & IT SERVICES

**Practical technology.
Connected possibilities.**

**MEDMINDS GENERAL
DEALERS LIMITED**

**Custom software | Institutional systems
Application support | Workflow automation**

A Zambian technology company developing and supporting digital solutions for institutions and businesses, with a wider portfolio in education, research and operational tools.

IT at the core. Solutions across sectors.

From learning and examination systems to research data, workforce management, sales and hospitality workflows.

Companies Registration No. 120261052252
Incorporated: 14 August 2026 | Zambia
Main activity: Computer programming activities (ISIC 6201)

medmindslc@gmail.com | 0977 259 132
www.medmindslc.online

01 / COMPANY OVERVIEW

One company. A connected portfolio.

MedMinds General Dealers Limited is a Zambian software development company. Its registered main activity is Computer programming activities (ISIC 6201), under Information and communication. We design, develop, configure and maintain applications for institutions and businesses.

Software development and IT services

Custom websites and applications, requirements analysis, application configuration, system integration, testing, deployment and maintenance.

Institutional and operational systems

Learning and examination platforms, admissions and registration, digital logbooks, workforce tools, sales workflows and operational reporting.

Education and professional learning

MedMinds Prep, medical and nursing revision, OSCE preparation, interactive notes and professional training.

Research and data services

Research training and guidance, digital data collection, research databases, statistical analysis and reporting support.

Automation and ongoing application support

Workflow automation, AI-assisted application features, approved service integrations, user guidance and continuous system improvement.

Our approach

Understand the workflow. Agree the scope. Build and test. Support users. Review and improve.

02 / SOFTWARE SERVICES

From requirements to working software

Defined deliverables, usable interfaces and ongoing application support.

Requirements analysis and solution design

Map the existing workflow, users, permissions and reporting needs. Specify functions, data structures, integrations and acceptance criteria before programming begins.

Custom application development

Build web applications, administrative portals, dashboards and database-driven systems around agreed business processes. Design interfaces for desktop and mobile use.

Configuration and system integration

Configure applications, connect approved services through APIs, implement notification and payment workflows, and support structured data import and export.

Testing and deployment

Check core workflows, permissions, input validation and error handling. Support client acceptance testing, controlled releases and post-deployment verification.

Maintenance and application support

Investigate software faults, correct defects, update dependencies and implement approved enhancements. Maintain practical administrator and user documentation.

A defined scope for each engagement

The statement of work identifies applications, functions, delivery milestones, support coverage, external dependencies and acceptance requirements. Additional infrastructure services are scoped separately where required.

03 / INSTITUTIONAL SYSTEMS

Software that fits the workflow

Learning and student administration

Application and registration portals, learning resources, programme-based access, academic communication and administrative dashboards.

Examination management

Exam creation and paper upload, question review, candidate assignment, scheduling, submission workflows, marking support, result publication and examiner monitoring.

Digital clinical logbooks

Programme-specific learning records, candidate submissions, trainer review, sign-off workflows and progress reporting.

Payments and communication integrations

Payment gateway connections, transaction status handling, reconciliation support, receipts and configured email or SMS notifications.

Workforce and business applications

Attendance, scheduling, work-hour records, lead tracking, customer support workflows and operational reporting.

Delivery standards

Requirements are documented before development. Changes undergo proportionate testing, user review and controlled deployment. Access permissions, mobile usability, maintainability and clear administrative controls guide implementation.

Approval remains with the institution

Academic decisions, examination content, marking criteria, result release, financial approvals and user authorisation remain with the client's designated officers.

04 / ONGOING APPLICATION MANAGEMENT

A long-term technology partner

A flexible support model for organisations that need their software to remain usable, maintained and responsive to operational change.

Platform administration and user access

Administer agreed applications and authorised user roles, support onboarding and account recovery, and maintain administrator records and configuration documentation.

Operational workflow support

Help staff use application functions for registration, learning, assessments, payments and reporting. Investigate reported problems and distinguish software faults from training or external service issues.

Critical activity readiness

Arrange checks before scheduled examinations, registration periods or other agreed events. Verify key application workflows and coordinate technical coverage for booked support windows.

Maintenance and improvement planning

Maintain an issue register and prioritised enhancement list. Schedule updates around operational activities, document changes and review outcomes with the client.

Management visibility

Provide agreed reports on incidents, unresolved issues, software changes, external dependencies, upcoming events and recommended improvements.

Clear client authority

The client appoints a focal person and approves user access, expenditure and material workflow changes. MedMinds coordinates application support through agreed contacts and escalation arrangements.

05 / SERVICE MANAGEMENT

Clear responsibilities and reporting

1. Log and acknowledge

Record the requester, affected service, issue, urgency and time reported. Acknowledge through the agreed support channel and identify the responsible technical contact.

2. Prioritise and investigate

Assess operational impact, affected users and available workarounds. Give service-wide outages and active examination disruption the highest agreed priority.

3. Resolve or escalate

Apply an approved fix or workaround, communicate progress and coordinate the hosting, email, payment or other relevant provider when required.

4. Confirm and learn

Confirm service recovery with the requester, document the outcome and review repeat incidents for corrective action.

Measures for an agreed service report

Request volumes; acknowledgement and resolution times; open incidents; repeat faults; maintenance completed; backup and restoration-check outcomes; renewal dates; examination support incidents; and user guidance delivered.

Service levels

Support hours, severity definitions, acknowledgement targets, update intervals and escalation contacts are agreed before service commencement. Restoration times depend on the fault and any external provider dependencies.

Planned changes should identify the affected service, approval, maintenance window, verification steps and rollback approach. Significant incidents should receive a concise incident review.

06 / INFORMATION AND CONTINUITY

Protect access. Plan for recovery.

Our proposed IT management approach combines defined access responsibilities, operational records and recovery planning. Controls are selected according to the systems, information and resources covered by the engagement.

Access and confidentiality

Use named accounts, appropriate role permissions and multifactor authentication where supported. Review privileged access and remove access when staff or service roles change.

Backups and restoration

Agree backup frequency, retention, coverage and responsible owners. Schedule restoration checks and record their outcomes. Define recovery priorities with institutional management.

Controlled maintenance and incident handling

Keep an update schedule, change records and escalation contacts. Investigate suspected security incidents, preserve relevant records and coordinate containment and recovery with authorised officers.

Institutional ownership and handover

Document ownership of domains, hosting, data, source code and licences in the contract. Maintain an authorised administrator register and a practical handover process.

Client authority and third-party services

Institutional data and credentials are handled only for authorised purposes. Service subscriptions, access to production systems and specialist assessments require defined responsibilities and client approval.

Dedicated penetration testing, independent security certification and continuous security monitoring are separate services unless expressly included in the agreement.

07 / RELEVANT PORTFOLIO

Software for real work and learning.

Selected applications and service areas reflect our experience across education, healthcare, research and business operations.

Institutional learning and assessment

Applications for registration, learning resources, examinations, results and clinical training records, with administrative controls and role-based access.

MedMinds Prep

Question banks, clinical scenarios, medical and nursing examination preparation, OSCE practice, interactive notes and progress tracking.

Workforce Manager and Sales Portal

Attendance, shift scheduling and work-hour records; lead management, sales follow-up, client support and operational reporting.

Dinecall

Hospitality service workflows, including QR-based table or room requests, menus, orders and staff notifications, according to configured scope.

Digital logbooks and research tools

Clinical activity documentation, supervisor review and feedback; digital data collection, analysis and reporting tools, including ZaTaFa MedStats.

Project-specific demonstrations

Access, functionality, ownership and support are confirmed for each application. Demonstrations exclude confidential client and user records.

08 / SERVICES ACROSS SECTORS

Technology with practical support.

Our broader services complement software development and respond to the needs of the people using our platforms.

Education and professional development

Clinical learning, research-methods training, structured revision and examination preparation for medical and nursing learners and healthcare professionals.

Research guidance and analysis

Support with research planning, proposals, dissertations, data collection tools, statistical analysis and reporting. Scope and outputs are agreed for each project; researchers retain responsibility for study decisions and submitted work.

AI-assisted application features

Document extraction, enquiry handling, knowledge assistants and draft reporting can be integrated with validation, human review and escalation appropriate to their intended use.

Business and institutional automation

Connect onboarding, notifications, task routing, payment status handling and recurring reports. Document integration requirements and external service costs before implementation.

Application management

Support agreed applications through user guidance, authorised configuration, defect investigation, maintenance and planned improvements. Service hours and responsibilities are defined in the engagement.

Specific outputs, clear responsibilities

Each engagement defines users, functions, deliverables, approval steps and acceptance criteria. Additional specialist services are scoped separately.

09 / LEADERSHIP AND DELIVERY

People and accountability

Dr. Mustafa Juma Phiri | Director

Medical doctor, researcher, educator and entrepreneur. Provides strategic leadership and oversight of educational, research and technology projects.

Dr. Zabibu Nandazi | Director

Contributes to strategic direction, governance, professional standards and organisational development.

Conrad Mununkha Phiri | Marketing Officer

Coordinates digital marketing, promotional communication, brand visibility and customer acquisition activities.

Dr. Kanyembo Ng'andwe | Customer Relations Officer

Coordinates client enquiries, onboarding, support communication and project follow-up.

Mr. Madalitso Masumbu | Operations Officer

Supports operational coordination, project activities and collaboration across the team.

Ezra M. Ngondo | Operations Team - Technical Operations

Computer Science graduate from the University of Zambia, with experience in web and mobile application development, API integration, databases and technical troubleshooting. Supports software maintenance, system monitoring, fault resolution and application delivery within the operations team.

Technical delivery for institutional engagements

A named technical lead, support contacts and specialist escalation arrangements are documented at mobilisation. Technical coverage and on-site availability are matched to the agreed scope. Project responsibilities and escalation contacts are communicated to the client at the start of the engagement.

10 / ENGAGEMENT AND CONTACT

A structured start to partnership

Discovery and baseline review

Review current systems, users, access, subscriptions, assets, known issues and operational priorities. Identify urgent risks and services requiring external specialist support.

Service scope and mobilisation

Agree covered systems, responsibilities, support hours, service targets, communication channels, commercial terms and access arrangements. Produce a prioritised transition plan.

Operation and improvement

Begin the agreed support service, maintain records, review incidents and deliver an improvement plan linked to institutional priorities and available resources.

Corporate and registered activity details

Legal name: MedMinds General Dealers Limited

Companies Registration No.: 120261052252

Incorporation date: 14 August 2026

Company type: Private Company Limited by Shares

Location: Zambia

Registered sector: J. Information and communication

Main activity: 6201. Computer programming activities

Contact

Email: medmindslc@gmail.com

Phone / WhatsApp: 0977 259 132

Website: www.medmindslc.online

The incorporation certificate and supplied nature-of-business record are reproduced in the appendices. Specific deliverables, responsibilities and service commitments are established in the relevant contract.

CF45

(Regulation 46)

Companies Registration No. **120261052252**

Serial No. **1469889**



SCAN TO VIEW
OUR REGISTRATION DETAILS



Republic Of Zambia

The Companies Act, 2017

(Act No. 10 of 2017)

The Companies (Prescribed Forms) Regulations, 2018

(Section 14)

**CERTIFICATE OF INCORPORATION
PRIVATE COMPANY LIMITED BY SHARES**

This is to certify that MEDMINDS GENERAL DEALERS LIMITED is on and from the
14th day of August 2026 incorporated as a PRIVATE COMPANY LIMITED BY SHARES.

Given under my hand and seal at Lusaka, Zambia, this **14th day of August 2026**.



Thomas Kaunda
Deputy Registrar of Companies

APPENDIX | REGISTERED BUSINESS ACTIVITY

Supplied PACRA nature-of-business record

Yours faithfully,



Thomas Kaunda
Deputy Registrar of Companies

All correspondence must be addressed to the Registrar

NATURE(S) OF BUSINESS

Take note of your lines of business below:

Nature of Business Activity (level 1 of ISIC)	Type of Business Activity (level 4 of ISIC)	Main Activity
J. Information and communication	6201. Computer programming activities	Yes



All correspondence must be addressed to the Registrar