



COMPANY  
PROFILE



## **WHO WE ARE**

### *Introduction*

RBR Ramjattan's AV/IT Services Ltd is an Audio Visual (AV) and Information Technology (IT) company committed to providing cutting-edge solutions for businesses across various industries. Established in the year 2021, our company has consistently delivered innovative and reliable AV and IT services, helping clients enhance their communication, collaboration, and overall technological infrastructure.

Our company is well-known for providing dependable solutions for a wide range of industries and facilities, whether for small or large-scale projects. We aim to offer each client with a seamless design solution that fits their budget and timeframe.

RBR operates on the principle that through partnerships and collaboration, we can achieve exceptional outcomes, and we can foster culture of open communication at all levels across our business and with our clients. We welcome the sharing of clear, relevant, and targeted feedback and we work proactively with our clients to continuously improve the services we provide.



## **Mission Statement**

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Our mission is to empower organizations with state-of-the-art AV and IT solutions that optimize efficiency, foster collaboration, and elevate the overall user experience. We strive to be a trusted partner in our clients' technological journey, delivering excellence through creativity, expertise, and unparalleled customer service.



## **Vision Statement**

RBR's Vision is to build a distinct brand known specifically for its innovation and delivering exceptional customer service. RBR will strive to create increased value for its clients, redefine the limitations of our industry, and raise the bar so that our clients come to expect the best service, audio-visual equipment, and technology at all times.

## **Our Commitment**

RBR takes great pride in providing excellent customer service and premium quality systems. We are committed to exceed all customer expectations in terms of quality and workmanship.



# Some of Our Clients

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R.B.R  
RAMJATTAN'S



**TWIN**  
**ENTERPRISES LIMITED**  
*Serving you quality brands*





### Customer Focused

We build relationships with our customers. We understand their needs. We make commitments in good faith, we always act professionally and we're honest in all of our actions.

### Quality

We will never compromise on the quality of our performance or the professionalism of our staff.

### Dependability

If we say we will do something, we will do it. We deliver our very best and hold ourselves accountable for our results. If we make a mistake, we are honest about it and put it right quickly.

## CORE VALUES

### Integrity & Respect

This is the basis of our relationships with our clients, suppliers and staff. We believe in ethical business conduct and we will always try to do the right thing and we are consistently open, honest and genuine.

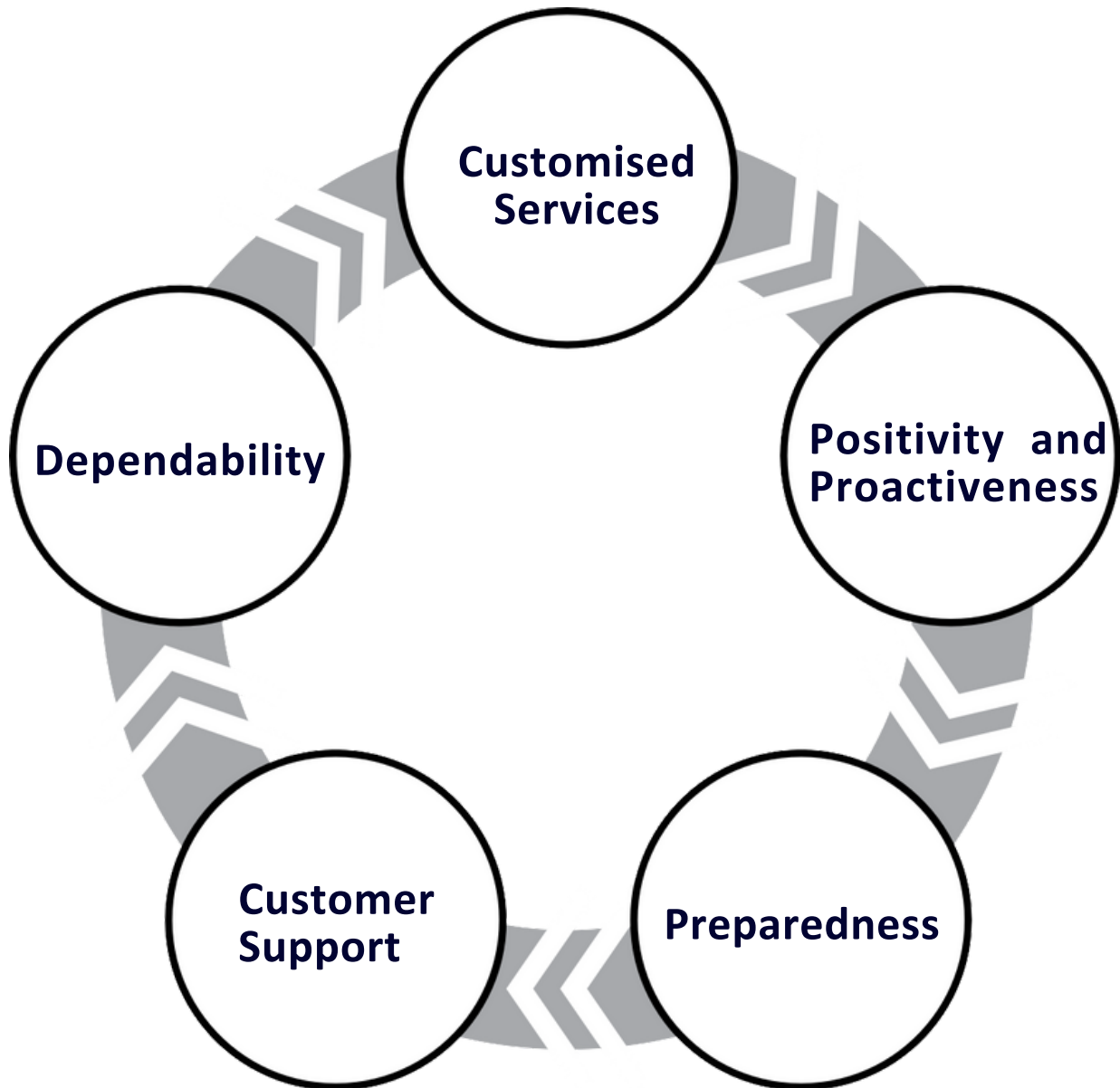
### Safety First

We are committed to workplace safety and our target is for zero incidents or injuries. We invest in safety programs and procedures for our people and we provide continuous training to enable a safer working environment.



## WHY CHOOSE RBR?

We are proud of our achievements to date and the reasons our clients choose RBR is because we take pride in the below qualities that represent our business;





## ***RBR's LEADERSHIP / MANAGEMENT TEAM***

Our management team is comprised of individuals who have significant experience in all aspects of the services we offer with the relevant qualifications to support our summary of offering.

Our culture of continuous improvement means that our leadership team is continuously thinking about ways to better serve you and your business.

We have a wealth of experience in the way we deliver services tailored to your specific business needs and our management team will tailor a services package specific to your organization.



# WORKFORCE

## ***Incident Reporting & Record Keeping***

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Our Records of services provided are kept in accordance with our best practice file management systems which are logical, sequential and client specific. If at any given time our clients require copies of documents and records held by RBR they can be located and made available upon request without delay.

## ***Communication & Presentation***

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Our specialized recruitment procedures are proven to attract professionals who present well and demonstrate an excellent command of the English language. Prospective employees are required to complete an intensive application and vetting process which provides the RBR with a thorough understanding of their ability to carry out their necessary duties and achieve our client's expectations.

Each RBR employee recruited must have the necessary qualifications and experience in their field of choice and these are upheld by RBR and maintained through recognition of prior learning courses.

## ***Employee Engagement***

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To foster employee commitment towards our company's goals and values, RBR employs three main practices for employee engagement:

1. Assuring employees that their work is meaningful and makes a difference to our clients' organizations.
2. Making employees feel valued, trusted, and respected at all times.
3. Consistently ensuring employees feel secure and self-confident.

Our employees are a valuable asset to our business and yours.

## ***Staff Training & Induction***

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At RBR, we recognize the significance of providing the same staff to meet a client's requirements every week in most cases. We are committed to ensuring consistency in the staff we provide, and we take care to properly induct new employees to the relevant site before they perform their first shift at the facility or venue. Our management team works with the appointed individual/s to identify specific induction requirements. The site induction process includes introducing the site and its standard operating procedures, outlining client-specific job requirements, explaining emergency systems and procedures, and introducing management, staff, and fellow co-workers.

## ***Weekly Management Review***

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The RBR team holds weekly meetings to review inspection sheets and reports for each site. Based on the findings, they strategize ways to overcome any issues and meet the client's requirements.

Managers meet with the client's representative and inspect the site regularly. They gather information and discuss any necessary changes to the standard operating procedures or site management plan with the client.

At RBR, managing the workforce is a key priority. By improving the deployment of personnel and obtaining reliable information, we can better assess the client's needs and enhance our capabilities and services.





# *SUMMARY OF SERVICES*

We provide a variety of services such as audio-visual and IT consultancy services, security solutions, AV and IT integrations, background music systems, and PA systems. Our team can equip boardrooms and training rooms with modern AV/IT solutions that include seamless projection, classroom projection, laser & digital projections, and control system automation. We also offer infrastructure cable systems, digital signage solutions, video & audio conferencing systems, AV/IT system upgrades, video wall display solutions, and home integration & solutions. Our after-sales service and maintenance ensures that our clients receive continuous support and assistance. In addition, we offer indoor/outdoor LED displays, installation and integration, as well as complete smart solutions for both residential and commercial settings.

Our extensive list of services includes but is not limited to the following:



## Design & Installation

Our team comprises skilled and experienced designers and installers who work closely with clients to ensure consistent and high-quality workmanship. We offer end-to-end design and installation services that guarantee a smooth and seamless experience for our clients. Our designs are user-friendly and intuitive, making it easy for users to operate. Moreover, we provide comprehensive manuals and face-to-face training to ensure that our solutions are fully understood prior to the project's completion.

## Audio Visual Consulting

It can be challenging to find reliable advice regarding Audio Visual Solutions. Our consulting services strive to provide impartial advice, design, and project management for any audio-visual project that your business requires. We understand that many clients have their preferred suppliers or plan to take their projects to tender. Therefore, RBR offers consulting services to analyse and design a unified system to integrate all of their technology requirements independently.

## Equipment Supply

At RBR, we only collaborate with renowned brands like Samsung, LG, NEC, Epson, Panasonic, Bose, and many more. We have a vast range of products and technical knowledge that enables us to offer you the best products that suit your needs.

All the products we supply come with ample warranty coverage in case of any unforeseen failures. As your AV/IT partner, we will manage the repair process for you.

## Programming Services

Our programming services provide centralized control within your business network, enabling you to minimize disruptions and improve efficiency. Our technology allows you to gain insights into how meeting rooms are being used, which resources are being utilized, and who the most active users are.

We also offer custom programming, proactive remote monitoring of your AV/IT systems, and video collaboration technology. Contact us today to learn more.



## Service & Maintenance

We provide assistance for your conference/board room, meeting room, classroom, and auditorium. Our technicians will always try to fix your AV/IT system using simple solutions before suggesting a replacement of any equipment. These solutions include fixing faulty wiring, loose cable connections, software glitches, programming errors, and system reboots.

For your convenience, we offer service and maintenance contracts with each of our installs to avoid expensive repairs. Also, we provide service and maintenance contracts for AV systems installed by other providers.

If you need to service your AV system immediately, simply contact us, and one of our friendly sales staff will assist you with your enquiry.

we do offer service and maintenance contracts for AV systems installed by other providers.

If your AV system is in need of servicing now, simply get in touch and one of our friendly sales staff will assist with your enquiry.

## Digital Signage

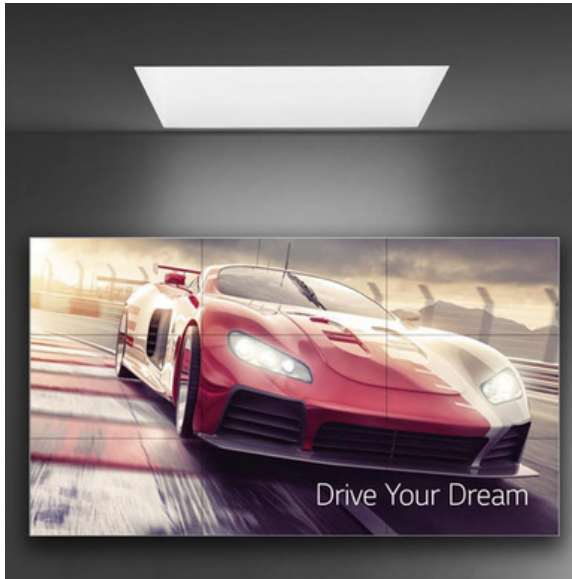
Digital signage doesn't necessarily have to be complex or costly. We can assist you in devising the most efficient solution to keep your customers and employees up to date through digital signage. RBR offers you a smooth service, which includes hardware installation, content creation, software, networking, and management services.

## Our Expertise

Our commitment to meeting customer expectations is reflected in our consistently remarkable customer service at all levels.



## LCD Video Wall Displays



Our video wall display solutions are of the highest quality available in the market. They are available in different technologies, sizes, and resolutions, and our portfolio always includes the perfect solution for your application. Our dedicated software and a range of professional services ensure that you get the most out of your video wall.

## Indoor & Outdoor LED Displays



LED displays are an ideal solution for indoor applications that require high-quality images, such as museums, visitor attractions, broadcasting and control rooms, retail, and advertising. These displays offer high resolution and are designed to deliver clear and vivid images.

For outdoor applications, the LED displays are built to withstand tough weather conditions with an IP65 rating. They produce high-resolution images with exceptional brightness and contrast levels, even in direct sunlight. These displays are available in various pixel pitches to ensure perfect image quality at all times.



# Commercial Digital Signage Displays



Businesses can enhance the viewing experience with digital signage displays that provide high-quality images and exceptional durability while delivering engaging and informative content.

Tell your business's story with high-impact visual displays. Our large format digital screens provide superior image quality with high contrast and uniform brightness and color.



# Interactive & Non Interactive Kiosk



An interactive kiosk is a computer terminal that provides access to information and applications for communication, commerce, entertainment, or education. It features specialized hardware and software and can perform a wide range of functions, evolving into self-service kiosks.



## Outdoor-Weather proof Kiosk

The outdoor kiosk is subject to various elements such as water, humidity, chemicals, and corrosion, which require adherence to NEMA, IP65, and UL standards.



## Unique Design Kiosks



# Interactive Screens & Smart Boards



We offer an advanced SMART Board with exclusive IQ technology and collaborative features for all teaching and learning styles.



# Conference Room Solutions

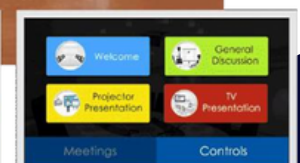


Our video conference solutions are equipped with state-of-the-art cameras, displays, and audio controls, making them easy to use. Our AV and IT conference solutions help organizations of all sizes improve their ability to communicate and share ideas.

We provide and support all the advanced tools of business communication with advanced, yet simplified features such as control panels with one-touch operation.

## AV Control System

An A/V control system is a collection of communication hardware and software that allows the operator to control each piece individually or in tandem.





## Security Solutions



Our company provides advanced technologies for specialized security systems and surveillance automation, creating a smarter and more intelligent security ecosystem.

Our ICT portfolio includes:

- IP Surveillance and Control Rooms
- Video Management Software
- Advanced Video Analytics
- Alarms and Access Control
- Customized T&A
- Guest Room Management Systems
- Intrusion Detection
- Storage Solutions
- IP-based Public Address Solutions



## Networking Solutions

We offer a wide range of enterprise solutions utilizing cutting-edge technologies, both wired and wireless. Our expertise spans across various areas such as ICT solutions, wired and wireless LAN, cable management, routing, switching, wireless LAN, WAN optimization, server implementation and management services, firewalls, and more.



# Interactive Projectors



# Motorized Screens



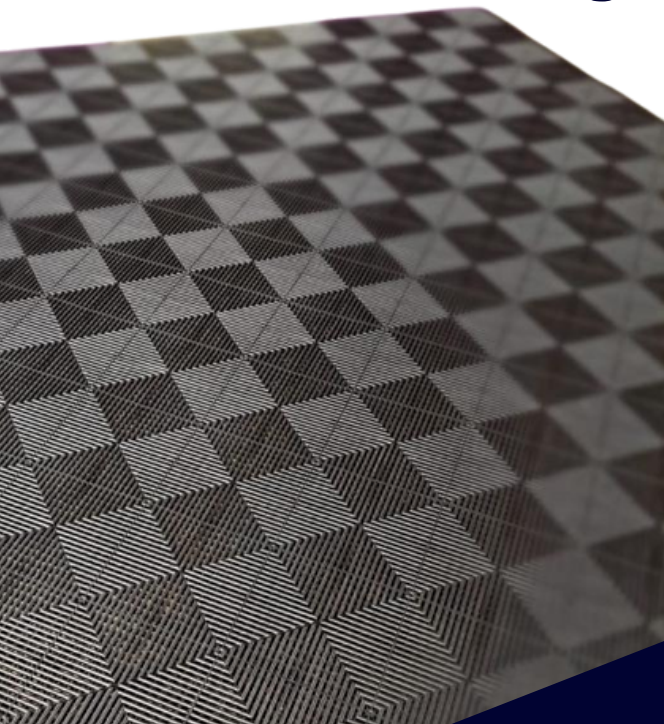
# Video Wall



# Video Wall Control Processor Extenders, Splitters, Matrix Switches



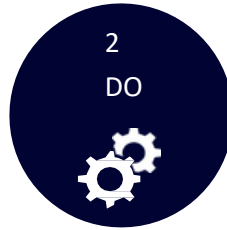
# Exhibition Flooring





# INTEGRATED MANAGEMENT SYSTEM

RBR has established an Integrated Management System (IMS) to deliver consistent approach to clients and meet workplace health and safety, environmental, and quality requirements.



RBR has developed and implemented an integrated management system (IMS) that serves as a framework for documenting and improving our practices.

Our aim is to better satisfy the needs and expectations of our customers, stakeholders, and other interested parties.

Our IMS supports our strategies for supplying temporary, contract, and permanent personnel. We use it to acquaint our customers and external organizations or individuals with the controls we have implemented.

This assures them that the integrity of our Quality, WHS, and Environmental management system is maintained, and we are focused on customer satisfaction and continual improvement.



# Event Management / Rental Services



- **Truss, Stage and Lighting**
- **Flooring & Complete Décor**
- **Digital & LED Display Screens**
- **Sound Systems with DJ**
- **Live-Streaming / Video Conferencing**
- **Event Management Solution / Ticketing System & much more...**





# ACCREDITATIONS

REPUBLIC OF TRINIDAD AND TOBAGO Form 3

199652 Computer ID No. C2021092909343 Company No.

THE COMPANIES ACT, 1995

**CERTIFICATE OF INCORPORATION**

RBR RAMJATTAN'S AV/IT SERVICES LTD  
Name of Company

I hereby certify that the above-mentioned Company, the Articles of Incorporation of which are attached, was incorporated under the Companies Act, 1995 of Trinidad and Tobago.

SEP 29 2021  
REGISTER GENERAL DEPARTMENT  
TRINIDAD AND TOBAGO

*[Signature]*  
Registrar of Companies

29th September, 2021  
Date of Incorporation

CYR2021092689149-2

Government of the Republic of Trinidad and Tobago  
Ministry of Finance  
Inland Revenue Division  
Registration Section

RBR RAMJATTAN'S AV/IT SERVICES Letter ID L117928256  
3 COLLEGE ROAD EXTENSION ST. AUGUSTINE SOUTH Date 29-Mar-2023  
TUNAPUNA 331035 BIR # 100035345-5  
TRINIDAD

**ADVICE OF ASSIGNMENT OF BIR NUMBER AND ACCOUNT NUMBERS**

Please be advised that

RBR RAMJATTAN'S AV/IT SERVICES of  
3 COLLEGE ROAD EXTENSION ST. AUGUSTINE SOUTH  
TUNAPUNA, 331035, TRINIDAD AND TOBAGO

has been assigned the BIR Number **100035345-5** and the following Account Numbers:

ACCOUNT TYPE	ACCOUNT NUMBER
Corporation Tax	CIT-01654541
Green Fund Levy	GFL-01654542
Health Surcharge	HSC-01654544
Pay As You Earn	PYE-01654543

S. S. S.  
Commissioner  
Board of Inland Revenue

PLEASE KEEP THIS DOCUMENT WITH YOUR PERMANENT TAX RECORDS AND ALWAYS FURNISH THIS BIR NUMBER ON ANY TAX RETURN, DOCUMENT OR OTHER CORRESPONDENCE YOU SEND TO THE BOARD OF INLAND REVENUE.

Registration(POS), 4th Floor, IRD Tower, 2-4 Ajax Street, Government Campus Plaza, Port of Spain.  
Telephone No.: 800 8299  
Fax No.: 612 7109  
www.ird.gov.tt

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**nb** The National Insurance Board of Trinidad & Tobago  
**Certificate of Registration**  
NATIONAL INSURANCE (REGISTRATION) REGULATION 5

This is to certify that:  
RBR RAMJATTAN'S AV/IT SERVICES LIMITED

3 COLLEGE ROAD EXT  
ST. AUGUSTINE SOUTH  
TRINIDAD

has been registered under the National Insurance Act Ch32:01 (as amended)

Registration Number : 158896  
Registration Date : 31 January 2023  
Registration Service Centre : TUNAPUNA SERVICE CENTRE

*[Signature]*  
The Executive Director, National Insurance Board of Trinidad & Tobago

08 February 2023  
Date of Issue

**OPR™**  
THE OFFICE OF  
PROCUREMENT REGULATION  
REGULATING THE SUPPLY OF GOODS AND SERVICES

RBR RAMJATTAN'S AV/IT SERVICES LTD  
LIMITED LIABILITY

Supplier Number  
LLUAW112616

Services:  
AUDIO VISUAL AND INFORMATION TECHNOLOGY









Our Presence:



Headoffice:

-  3 College Road Extension St. Augustine South TUNAPUNA 331035
-  (868) 268-4RBR 4727
-  info@rbrRamjattans-TT.com
-  www.rbrRamjattans-TT.com