

SCALING A SYSTEMS INTEGRATION BUSINESS ACROSS SUB-SAHARAN AFRICA'S TOUGHEST SITES

Lessons from remote camps, island resorts and branded hotels

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One guest expectation, many operating realities

A luxury guest expects the technology to work everywhere.

Connectivity, safety, entertainment and room controls should feel seamless and invisible.

THE DELIVERY REALITY

- 01 Power and connectivity can be uncertain
- 02 Sites may sit days away from specialist support
- 03 Shipping and customs can reshape the programme
- 04 Global standards still apply in every location

What makes a site difficult

01

POWER & CONNECTIVITY

Unstable supply, limited bandwidth and long restoration times

02

DISTANCE & ACCESS

Remote sites, difficult terrain and restricted working windows

03

SHIPPING & CUSTOMS

Long lead times, duties, documentation and fragile delivery schedules

04

SITE READINESS

Incomplete drawings, dusty IDFs, unfinished containment and late changes

05

BRAND STANDARDS

Operator requirements, approved platforms and multiple review teams

06

SKILLS & SUPPORT

Limited specialist capacity, spare parts and post-handover coverage

Late ICT involvement converts these constraints into redesign, cost escalation and opening risk.

Three environments, one delivery standard



01 REMOTE LUXURY CAMP

Distance, outdoor conditions, limited power and strict cable-length planning



02 ISLAND OR COASTAL RESORT

Freight, customs, humidity, scarce spares and dependency on local readiness



03 URBAN BRANDED HOTEL

Operator standards, system interfaces, change control and opening deadlines

Scale requires consistency across different markets

WHAT WE HAD TO SCALE

A repeatable operating model that still adapts to local conditions.

CENTRAL STANDARD

LOCAL EXECUTION

ONE ACCOUNTABILITY

01

ENGINEERING STANDARDS

Common design templates, brand requirements, testing methods and documentation

02

LOCAL DELIVERY CAPACITY

Country teams and partners who understand the site, regulations and working culture

03

OEM & LSP ECOSYSTEM

Access to approved platforms, specialist knowledge, escalation and commercial support

04

COMMERCIAL & LOGISTICS DISCIPLINE

Early ordering, price protection, customs planning and critical spare strategy

05

LIFECYCLE ACCOUNTABILITY

Training, remote support, preventive maintenance and clear ownership after handover

Advise, design, deliver and support

01**ADVISE**

Align owner priorities, operator standards, local conditions and the project programme.

02**DESIGN**

Convert requirements into coordinated ICT and ELV drawings, BOQs and system architecture.

03**DELIVER**

Manage procurement, installation, integration, testing, commissioning and handover.

04**SUPPORT**

Maintain system reliability through training, remote assistance and local lifecycle support.

The same lifecycle governs every market. The engineering changes to suit the site.

Where scale breaks down



The symptoms appear onsite. The root cause usually began months earlier.

Clear scope ownership, coordinated drawings and timely approvals keep change manageable.

Early ICT decisions protect the asset

LATE DECISION

Equipment chosen after spaces are fixed

Contractor overlaps and missing interfaces

Urgent procurement at increased prices

Commissioning compressed near opening

EARLY COORDINATION

Rooms, pathways and power designed around approved systems

One scope matrix and accountable integration lead

Protected pricing, planned freight and realistic lead times

Testing, training and handover built into the programme

Protected outcomes

Budget, programme, guest experience, asset reliability and opening readiness

Secure scaling begins in the design

CONNECTED HOTEL

**Every additional platform
expands the attack surface.**

Guest Wi-Fi and corporate networks

PMS, POS, IPTV and telephony

Locks, CCTV, access control, BMS and GRMS

Cloud platforms and vendor remote access

DESIGN CONTROLS

- | | | |
|----|---------|--|
| 01 | SEGMENT | Separate guest, corporate and operational systems |
| 02 | CONTROL | Restrict privileges and secure remote access |
| 03 | MONITOR | Maintain logs, alerts, patching and asset records |
| 04 | RECOVER | Keep tested backups, response plans and manual fallbacks |

A smart property creates value when integration, security and operational continuity advance together.

GLOBAL STANDARDS LOCAL EXECUTION LIFECYCLE ACCOUNTABILITY

The model Bakyson is scaling across Africa

DESIGN. BUILD. INTEGRATE. LEAD.

Gadwel Musyoka, Founder & CEO

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