

**Our vision,
“Enabling
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Whatever their size or industry, businesses are well past thinking of technology as simply networks of hardware and software.

In today's competitive environment, companies require a strong business processes and keen competitive edge to ensure that they are constantly one step ahead for success. Information technology plays an enormous role in the day-to-day management and processes of businesses. Downtime is not an option!

Companies are constantly seeking to elevate their productivity, to empower their people, control their costs and to constantly improve upon and grow their top-line. A successful company is responsive, flexible, focused and resilient, ready to respond to challenges in a real-time manner and opportunities that may present themselves.

Seamless communication and collaboration with employees, suppliers and customers is vital to any organisation, and is dependant on a reliable and stable IT infrastructure.

Enterprise Outsourcing, a South African leading IT solutions provider, was founded in 2000 by a group of ex-

Andersen Executives. The organisation is funded and supported by Enterprise Outsourcing Europe, and has grown substantially since its inception eleven years ago, with offices in Johannesburg and Cape Town today.

Enterprise Outsourcing's vision, to "enable the age of corporate access", has remained constant since inception. We strive to offer cost effective business solutions to our clients and have been successful in our endeavours in doing so. We are a truly South African organisation and believe that we have transformed the traditional South African IT industry business model.

The Enterprise Outsourcing approach to risk-share and our commitment to our clients has made it possible for us to significantly reduce our clients' Total Cost of Ownership (TCO) as well as their transactional costs.

IT is not merely a cost but a critical contributor to business success, value and performance.



Application Development

The information technology industry has experienced tremendous transformations over the last decade, as can be expected with the ever-changing phenomenon. Customers needs have changed, companies have changed to align themselves with their customers and the relationships and ways of engaging with customers has adjusted accordingly.

At Enterprise Outsourcing, we understand that companies cannot afford to have time-consuming and non user-friendly applications. Our Application Development business unit comprises of experts with a diverse set of development tools such as:

- Microsoft
- Oracle
- Java, and many others

The Application Development unit has developed niche and modified ERP applications to incorporate organisational business processes.

Enterprise Outsourcing designs, builds and manages innovative solutions that assist our clients to increase their revenue, realise their return on investment and improve their overall customer satisfaction.

Some of our leading applications are as follows:

- HR Artis
- Finance Apps
- Timeshare Solutions
- Workflow Apps
- Logistic Apps
- CRM Apps
- Knowledge App
- Tour Apps

Managed IT Infrastructure

A sound IT infrastructure is fundamental for a company to flourish and survive in the South African environment today. Enterprise Outsourcing's Managed IT Infrastructure unit specialises in managing our clients' information technology highway.

Our Managed IT Infrastructure unit provide infrastructure solutions to our clients on demand. The unit manages the following areas:

- IT Infrastructure Architecture
- Wide Area Network
- Local Area Network
- Storage
- Data Centre
- IP Telephony
- Email
- Active Directory
- Video Conferencing
- Service Desk
- Operating Systems
- Infrastructure Monitoring



Enterprise Outsourcing develops and administers innovative solutions to increase our clients' revenue, return on investment and improve their overall customer satisfaction.

Enterprise Outsourcing Application Services

Enterprise Outsourcing is a leader in application implementation. We have successfully implemented applications into small, medium and large enterprise companies within a variety of industries. Enterprise Outsourcing possesses an in-depth understanding of business processes, this coupled with long-term partnerships with our clients' software vendors and our knowledge-base and implementation methodology places us ahead of our competitors.

As a leader in IT infrastructure, we offer a comprehensive range of IT services ranging from strategic IT consulting, to systems integration and outsourcing. Enterprise Outsourcing also possesses a market-leading application outsourcing company with over 1000 clients worldwide.

Not only in times of economic uncertainty, but at all stages of an organisations growth, our application outsourcing approach will assist any organisation to effectively reduce costs and develop their future potential.

Enterprise Outsourcing takes application outsourcing to the next level, increasing value with limited IT investments.

Services

For over 9 years, Enterprise Outsourcing has been responsible for empowering high performing organisations around the globe with their comprehensive range of flexible and targeted application outsourcing services.

Client Successes

Enterprise Outsourcing's approach to outsourcing and implementation guarantees clients baseline cost control with the advantage of market innovations and advancements.

Our approach assists organisations to manage their business with appropriate and reliable applications, in order for them to focus on their core competencies and continue to move forward and stay ahead of their competitors.

Hosting and Network Solutions

Enterprise Outsourcing has invested in various infrastructure solutions in the form of a Data Centre and Information Security and Network solutions, which enable us to provide end-to-end solutions for our clients.





**Enterprise Outsourcing optimises investments,
transforms capabilities and achieves greater
business value from IT.**

Our Software Partnerships

Enterprise Outsourcing has fostered sound partnerships with a variety of leading software providers. Some of our key partnerships are as follows:

Oracle Corporation

Unrivalled execution with profound Oracle capabilities.

Enterprise Outsourcing combines cutting-edge technology solutions, in-depth industry knowledge and Oracle solutions to accelerate organisations towards high performance. We have been in partnership with Oracle for well over 9 years and today, possess one of the fastest growing practices in the world.

Organisations in all types of industries, across the globe are turning to Enterprise Outsourcing to assist them in achieving high business performance. Enterprise Outsourcing is responsible for the design, development and maintenance of Oracle applications, from finance and accounting, to supply chain, human resources and client relationship management (CRM).

Our outsourcing application service will ensure that clients increase their productivity, reduce their total cost of ownership and improve their overall service execution and reliability.

Microsoft Corporation

Enterprise Outsourcing is a Microsoft Gold Certified Partner and, during this lasting relationship, has acquired robust proficiency in Microsoft Dynamics, Microsoft CRM and Microsoft SharePoint Portal.

Our Microsoft Alliance Solutions endeavour to assist organisations in achieving high performance by efficiently employing Microsoft technologies.

Possessing a well-established partnership with Microsoft enables Enterprise Outsourcing to deliver enhanced business value through effective and efficient technology more cost-effectively.



SAP

Enterprise Outsourcing's global SAP practice comprises of highly trained and experienced SAP consultants to provide results-driven SAP solutions assisting in the control and prediction of costs. Our clients have experienced improved return on investment through taking advantage of our SAP implementations.

Enterprise Outsourcing utilises internal tools and intellectual capital to ensure that clients obtain successful ERP implementation. Whether clients are on-site or offsite, we will assist you to effectively lower your implementation costs by providing access to a global network of cutting-edge resources and technologies.

The global practice is dedicated to supporting SAP systems by combining a rich wealth of skills, resources and world-class, full outsourcing service, consulting and systems integrations teams.

Implement Enterprise Outsourcing's business experience, renowned collaborative culture and extensive leadership capabilities in your company today. Contact us to learn more about SAP's industry-specific expertise.

Sage Group


Each year businesses are increasingly faced with the challenge of retaining their competitive edge. Businesses cannot rely on disparate and reliable software to support their organisational growth and advancements, as these will hinder that which they are attempting to accomplish.

Sage ERP X3 and ACCPAC improves general business processes to assist organisations in attaining their goals. Whether an organisation requires financial, distribution or manufacturing process restructuring, to support a new or growing activity or to improve the control of the business and decision making or simply to reduce operating costs, SAGE ERP X3 and ACCPAC can provide an appropriate and efficient solution.

Enterprise Outsourcing is a leader in implementing quality ERP solutions by aligning them to an organisations strategy. In today's competitive marketplace, companies are pressured to reconsider their priorities to focus on cost reduction. Offering best-in-class solutions such as Sage ERP X3 and ACCPAC, we are proficient in strengthening our clients competitive advantage, enhancing their operational processes and most importantly, reducing their costs.

Through industry experts, Enterprise Outsourcing develops and implements vertical solutions suitable for an extensive client base. These solutions are tailor-made and targeted for each client to ensure that their requirements are met.

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Enterprise Outsourcing's Content Management Solutions assist organisations to make informed business decisions faster.

Content Management

In today's competitive marketplace, organisations cannot afford to be without content and process management solutions in place.

Enterprise Outsourcing's Content Management Solutions assist organisations in making informed business decisions more efficiently by managing and improving the content and processes that drive their business. We have to date, implemented document scanning and imaging solutions for a vast number of clients within various industries.

Database Management

The Enterprise Outsourcing Data Management team is dedicated to the development, execution and effective management of full data lifecycles and organisational requirements.

Enterprise Outsourcing possesses the skills and experience in managing environmental aspects of databases for organisations in varying industries.

We have highly experienced teams fully dedicated to:

- Recoverability – Creating and testing backups
- Oracle RAC Environments
- Integrity – Verifying data integrity
- Security – Defining and/or implementing access controls to the data
- Performance – Ensuring maximum performance given budgetary constraints
- Availability – Ensuring maximum uptime
- Development and testing support – Assisting programmers and engineers to efficiently utilise databases

Enterprise Outsourcing's Data Management team assists clients in reducing costs, improving productivity and providing accurate information for more informed decision making.

Business Intelligence

Information is a fundamental resource to any organisation and plays a vital role in allowing companies to make informed business decisions, inherently improving overall performance. Enterprise Outsourcing's Business Intelligence unit specialises in a broad range of applications and technologies for gathering, providing access to and analysing data for the purpose of assisting organisations in making informed business decisions as well as understanding factors that affect their organisation.

It is imperative in today's constantly evolving market for organisations to possess comprehensive knowledge on their customers, competitors, business partners, economic environment and internal operations before making any decisions that may affect their business. With Enterprise Outsourcings Business Intelligence unit, these decisions will come with ease.

EO Labs: Innovation Centre

In order for businesses to not only thrive, but to also survive in today's competitive marketplace, innovation, integration and access to breakthrough technology is critical to stand out from the rest. Companies need up-to-date, efficient technology with less downtime to increase their client satisfaction and to keep them ahead of their competitors.

Often Enterprise Outsourcing is approached by their clients to assist them in researching and investigating new technologies and solutions that may of use to them. Our EO Labs unit comprises of a highly skilled team whose passion is to study new technologies and technological innovations. Enterprise Outsourcing offers this as a service to our clients and partners and is becoming increasingly popular within this dynamic environment.

**Innovation,
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today.**



Managed Security

Enterprise Outsourcing has deployed and continues to administer a leading managed security infrastructure. Our Managed Security unit provides clients with a Central Control Centre to manage their information security with a 24/7 proactive monitoring service. The unit covers the following areas:

Information Security Control Centre

At Enterprise Outsourcing we believe in simplicity and by making use of integrated systems, reporting and monitoring become uncomplicated as all systems can be monitored from a single console. Our security centre is one of the leading centres in the world and we have a team dedicated to upholding this centre 24 hours a day, 7 days a week, 365 days a year.

Information Security Policies

Every organisation requires a formal Information Security Policy and these should be enforced by either

organisational policies or official security mechanisms. Technical implementation determines whether a computer system is secure or not and the level of security is measured by:

- Confidentiality
- Integrity
- Availability

Enterprise Outsourcing assists its clients in designing and implementing a security policy that assists organisations in securing and aligning their protection with the organisations' needs.

Firewall

Enterprise Outsourcing incorporates a combination of firewalls to protect its own perimeter from threats, including solutions such as Symantec Enterprise Firewalls to Firewall 1.

Our policy is that security starts with an organisations' perimeter. Securing an organisation involves controlling what enters and leaves their network. Organisations and their employees are becoming increasingly mobile which means flat, access to information is required anywhere at any point in time and it is imperative that this information is delivered securely and that no perimeter is ever breached.

Intrusion Prevention Systems (IPS)

At Enterprise Outsourcing, we make use of one of the leading IPS technologies to enable our team to monitor our network 24 hours a day, 7 days a week, 365 days a year. Not only do we monitor our networks for any sign of suspicious activity, we can also block this activity until we are able to establish the nature and potential dangers of it. This technology allows us to be more proactive in reducing risks to our organisations security.

Content Security

Content security has become increasingly important in organisations today, especially due to the extensive amount of content available online and the South African legislation stating that companies identify what information their users have access to. We make use of the latest technology at Enterprise Outsourcing to scan and block any unwanted or unsafe content from our organisation.

Every company needs to have a Security Policy, to secure their data and protect identities

Antivirus

The amount of organisations going mobile is constantly on the increase. More mobility means less control and increased risk, this is why Enterprise Outsourcing is constantly updating our security infrastructure with new technologies to protect our organisation against new viruses.

Anti-spyware

Spyware poses a number of serious risks to organisations, at both the levels of technical and data privacy. There is a constant increase of hackers and spyware on a global basis and key loggers can deliver intellectual property to outside parties without your knowledge. This high risk area is addressed by Enterprise Outsourcing's cutting-edge technology which monitors and blocks any unwanted outside parties.

Anti-SPAM

Millions of unsolicited emails, commercial or otherwise, circulate the world on a daily basis. It has become a constant battle to ensure that the amount of SPAM that reaches our clients is limited. Enterprise Outsourcing is constantly on the look-out for new and improved ways of limiting the SPAM delivered to our clients and ensure that we make use of cutting-edge technology to filter out this unwelcome annoyance.

**More mobility
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increased risk**

Knowledge Management

Knowledge Management is the focus on the different means of sharing and storing knowledge in an attempt to improve the pace, efficiency and capability of individuals within an enterprise to increase profitability. Enterprise Outsourcing possesses a long-standing proficiency in both Knowledge Management and Intranets.

Subsequent to having utilised numerous Knowledge Management systems, we at Enterprise Outsourcing have combined both experience and acquired expertise to develop our own Knowledge Management system, namely KnowledgeApps. The application is fully customisable to suit our clients' particular requirements. The KnowledgeApps application has generated much interest amongst our clients and we have experienced much success since its launch into the marketplace.

Enterprise Outsourcing also offers Microsoft Share-Point Portal as a Knowledge Management solution for our enterprise clients. This portal provides fully comprehensive collaboration amongst all members of an organisation as employees and teams can share and gain access to all types of information. Users can rapidly locate information through the customisable and personalised portal content and layout.

Organisations are able to target information, programmes and updates to specific audiences or individuals based on their role, team, membership, interests and any other group criteria that can be defined.

New Media

The Enterprise Outsourcing New Media unit is a boutique marketing solution provider. The unit offers unique, fully functional and innovative concepts and marketing collateral to our clients. The unit provides assistance to clients by developing and implementing their online strategies such as website development, social media marketing, email marketing campaigns and any other online marketing tools that may be required.

Investor and highly transactional sites can be developed according to clients' requirements. Our transactional sites incorporate a professional look and feel determined by the client and can include business functionality such as invoice and purchase facilities on the back-end of the site. Security is of utmost priority and Enterprise Outsourcing can ensure that security will be maintained with this high level functionality.



• Our Partnerships

McAfee[®]

Microsoft[®]
GOLD CERTIFIED
Partner

ORACLE CERTIFIED
PARTNER



LAWSON[™]
CHANNEL PARTNER



Product Sourcing

Enterprise Outsourcing endeavours to provide their clients with access to a Product Sourcing service and have achieved substantially lower transactional costs for these clients. We are pleased to be able to mention the following as our Product Partners:

Hardware

HP
Fujitsu
Kodak

IBM
Dell
Sony

Software

Microsoft
Oracle
Computer Associates

HP Openview
Veritas

Networking

Cisco
3 Com

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