Overview

mySolutions is an Independent Technology Specialist in development, software, hardware and strategy, founded in 2003. mySolutions consists of a dynamic team of dedicated professionals who are committed to delivering the highest level of quality services and value to our customers.

Our aim is to deliver unparalleled customer service through building strong, long-lasting relationships with our clients and breakthrough innovation. By drawing upon our experience in consulting, Internet/intranet web, workflow, commerce and information portal applications, we focus on delivering optimal solutions in the least time possible, through collaboration, knowledge sharing and improved efficiency.

We specialise in IT Management Support, IBM Lotus Notes Development, IBM Lotus Notes Administration and other IBM Products. Our yearly turnover results to the amount of R 25 million. Currently we have 25 full time staff members with all specialised skills sets. mySolutions is also business partner for more than 20 products based on Lotus Notes.

As a Premier IBM Business Partner we are specialising in the the Lotus Suite of IBM Products. The current set of skills combined with experience allows us to partner with 1st level IT Service Providers on back to back agreements for Lotus Notes and Domino Support, Design and Administration.

We are proud to be the winners of the Service Provider of the Year 2007 Award from a BidVest Company, CN Business Furniture.

Vision

mySolutions strives to provide a complete spectrum of e-Solutions geared towards the specific needs of the business and thus improving the efficient use of technology of our clients. Through our customer-centric approach, we aim to improve the application of technology investments of our clients, by developing integrated solutions that maximize their return on investment.

The Team

Members of mySolutions have a combined knowledge of 100 years in the IT Solutions arena. Professional Qualifications such as CA(SA), BCom, BSc Degrees, with experience of extensive IT Development and Management, makes this team one of the few eligible professional players in the IT Solutions Field.
mySolutions work on business cases in order to resolve business critical problems. We are always pursuing the best possible options for our clients i.e. development vs existing applications. When development is required we allow flexibility in the development cycle. Where possible we aim for standardisation in all developed solutions.

Analysis of our clients' business processes and change control is critical for us. It is important that our clients' data are central in their business, easy to access and also credible for making business critical decisions. We also offer our clients a value offering of Business Intelligence/Consulting.

**Partners**

- OnTime
- GoPro
- IBM
- Is-Phone
- ExtraComm
- Ytria
- GBS
- MindCTI
- IOnet
- IntelliPrint
- ZipMail
- SwingSoftware
- Silanis
- Microsoft
- Trilog

**Clients**

- Investec Limited
- PricewaterhouseCoopers
- City of Johannesburg
- CN Business Furniture (Bidvest)
- The Coca Cola Company
- Dunlop South Africa
- Automotive Industry Development Centre
- Combined Systems
- Advance Wealth Management
- PSG
- Gauteng Gambling Board
- SAB&T
- Kha Ri Gude
- ACSA
- Metcash
- Imperial Bank
- Janssen-Cilag
- S.C Johnson & Son South Africa (Pty) Ltd
- Columbus Stainless Steel
- Amplats
- Henkel
- ICD
- IBM
- Ford
- Lafarge
- AfriSam
- Mintek
- Regent Life
- South African Qualifications Authority
- Gold Fields Limited
- Total SA
- Amplats
- National Gambling Board
- Dimension Data
- GijimaAST
- Business Connexion
- First National Bank
- Novartis
- Adcock Ingram
- Cipla Medpro
- Premier of Limpopo
- Roads Agency Limpopo
- WBHO
- Afrox
- Nedbank
ICT Management Support Services

In today's business world, ICT is one of the major components of a successful business which can cost a firm up to 7% of its turnover. ICT is normally a neglected area of a business due to the lack of qualified and experienced resources in the South African market. This problem is also fuelled by the general perception that ICT Management forms part of the duties of technically experienced people in an organization. The major disadvantage of such resources is that the general management of ICT will revolve around the technical area and expertise of the individual, which in the long term can have detrimental effects on the firm’s requirements to perform to the benefit of all shareholders.

mySolutions offers a service to assist firms, especially in the SME market (up to 5 000 users), to address all ICT related aspects in a period of one year by training, consulting and assisting ICT Managers. These services are provided by a resource that has more than 13 years ICT Management experience with one of the leading Professional Services Firms in the world. Although the service does not include any technical elements, it will create the space in which all projects, daily tasks and duties are performed in a controlled environment, effectively reducing the risks and costs of ICT operations.

During the one year consulting/training period, the following areas are addressed and implemented:

- Asset Management/Control
- Budgeting and Financial Control
- Business Continuity (Disaster Recovery)
- Change Control
- Communications Act
- Contact Management
- Contract Management
- Data Management & Protection
- Helpdesk Management
- ICT Strategy
- Software Licensing
- Vendor Management
- Legal Requirements
- Logging & Documentation
- Project Management
- Procurement Management
- Security Standards
- Incident Management
- Standards, Policy and Procedures
IBM Lotus Services

IBM Lotus Notes Management, Administration, Development and Support Services

Lotus Notes is the area of specialisation of mySolutions. The majority of the team are Lotus Notes Professionals grown in the environment of PricewaterhouseCoopers for more than 13 years.

mySolutions boasts with the experience in the environment of Lotus Notes with most probably the highest level of experience and professionalism in South Africa.

Our services include high level development, ranging from consulting, design, coding and implementation of customised business requirements to the management of the application lifecycle.

The mySolutions business concept was born out of the initial idea to produce single “boxed” solutions for businesses, based on the IBM Lotus Notes platform.

The drive to deliver suitable tools for unique business requirements, resulted in the establishment of a well experienced development team that has the ability to consult on, design, develop and apply tailor-made applications for any type of business requirement.

Developments range from basic document libraries to highly integrated workflow management systems. Due to the strong set of native features, our Lotus Notes based developments provide single “boxed” solution that converts the cost of development to profitable returns.

mySolutions has set a high quality standard in the Lotus/Domino Product Environment for the Deployment and Implementation of IBM Products.

The Deployment and Implementation Services entail the complete turnkey roll out, configuration, installation and tweaking of a new or existing Lotus Notes and Domino Environment. The Deployment and Implementation Services are also applicable to existing Lotus Environments where we would recalculate all steps to change the original layout to an expected high quality deployment and installation.
mySolutions is able to provide the full and complete migration process from a Lotus Notes Platform to a Microsoft Platform and vice versa. We do the migration of mail, calendar and the address book.

In addition to mail migration we offer the migration of Lotus Notes databases for small to large organisations.

We are able to migrate databases to either XPages, enabling you to have your databases accessible from the web.

Alternatively we can migrate your Notes databases into Microsoft SharePoint or any other backend system. mySolutions offers training for the end users as well as the technical department as an optional part of a migration project.

Providing training prior to the actual migration allows users to become familiar with the software. This additional service offers users the opportunity to experience the features within the program and how they can benefit from them in their day to day activities.

Many users are resistant to the change but the training provides clear examples of the similarities of the mail clients as well as the added benefits and features.
IBM Lotus Notes Training

As specialists in the Lotus Notes area mySolutions offers End User Training on IBM Lotus Notes for basic and advanced users as well as a refresher course for users who have been using Lotus Notes. mySolutions is Comptia CTT+ Certified and is able to provide thorough and effective training for IBM Lotus Notes Users.

There are various packages available from a 2.5 hour session to a full day of training depending on the level of training you require. The training contains all features of Mail, Calendar, Contacts, Notebook, To Do Items and Advanced Features of Lotus Notes. We can also include training on Lotus Sametime, Document Management and Databases should this be required.

mySolutions also offers organisations Lotus Notes training formulated specifically for Personal Assistants and their respective Managers. This training course will ensure that users know how to view and edit calendars, use stationary effectively, make reservations and bookings using Lotus Notes, add group calendars for more than one manager and much more.

The technical courses that mySolutions offers starts from Helpdesk and Support staff right through to the Senior Domino Administrators. We offer training on Lotus Notes Development as well as XPages Development.

We provide training on all Lotus Notes versions including version 8.5.3 and can provide the training on site or at our training venue.

There are many additional features in Lotus Notes which many users may not be aware of. Once trained on how to effectively use these features and additional options users will experience time saving benefits as well as how they can complete tasks efficiently and easily.

Lotus Notes has a feature and a tool to assist users with the functions they need to perform and mySolutions is able to provide users with this knowledge through our professional training courses.

Microsoft Office Training

mySolutions is also able to provide training on Microsoft Office Products.
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