



**COMPANY PROFILE**

**January 2009**

## Overview

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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 10 million. Currently we have 16 full time staff members with all specialised skills sets. mySolutions is also business partner for more than 20 products based on Lotus Notes.

mySolutions is the Representing Partner for Cybernet Slash Support in Southern/Central Africa, enabling the unrestricted access to more than 5,000 off shore resources and more than 160 highly specialised Lotus Notes/Domino skills.

As an Advanced 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 ie. 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

- Swing Software
- ZipMail
- IBM
- IS-Phone/Iscoord
- ExtraComm
- Intelliprint (Synaptris)
- Commontime
- MindCTI
- IOnet
- Cybernet Software

### 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
- IBM
- Masana
- 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

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

## IBM Lotus Services

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### IBM Lotus Notes Management, Administration, Development



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 longer than 13 years. mySolutions boasts with the experience in the environment of Lotus Notes with most probably the highest level of experience and professionalism imaginable 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.

### Company Details:

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mySolutions CC

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