

*Corporate  
Profile*

*technology  
simplified*

**THiNK** **iT**™  
SOLUTIONS

## COMPANY PROFILE – OVERVIEW

### Align your IT with your business

THINK iT Solutions™ is a leading specialist in the world of Information and Communications Technology (ICT). Offering dynamic services and specialised support, we are committed to providing comprehensive solutions and services to midmarket businesses and focused strategic consulting services to enterprise businesses.

As an ICT services focused company we provide end-to-end solutions and needs-driven consultation. In short, we help dynamic organisations align their IT services with their business requirements.

### We THINK iT so you don't have to

We offer a wide range of services by operating our client's technology environment for them. In doing so, we are able to maximise the opportunity for our clients to sustain their initial competitive advantage while removing the increased risks that accompanies larger business dependence on technology solutions.

### You get the best solution every time

THINK iT works in collaboration with their clients to design, deploy, operate, and improve the IT services that are essential to their businesses. In addition, the extent of product and service offerings makes THINK iT a valuable contributor in an industry where we are known for using both reliable tested solutions and new innovative methods depending on what suits our client's needs the best.

### We deliver on time and in budget

Using a consultative approach, our experts identify which areas of our clients business can benefit from our services. This transforms IT from a mere overhead cost, albeit one that provides commodity services, into a strategic value-add for our clients business. THINK iT is committed to meeting our client's needs as well as working within their budgetary parameters.

### You get the best suppliers in the industry

THINK iT boasts partnerships, reseller agreements and long-term associations with both local and international technology partners. As a result, we are in a position to offer world-class solutions, complemented by on-going support, thereby ensuring our solutions and services are successfully implemented and managed for our clients.

### Serving Africa from Johannesburg

THINK iT's head office is based in Johannesburg. We also offer fully managed IT support services to clients across southern Africa and Africa, by means of skilled agents and partners coordinated by our central service desk.

### THINK iT and EOH

In June 2010, THINK iT was acquired by industry giant, EOH. This acquisition has empowered us on many levels: -we now have access to a larger, stronger team; the levels of service and support our clients have become accustomed to are higher; our Black Economic Empowerment ratings have risen to Level 3 and we now have the backing of a leader in ICT who is much respected by the industry in which it serves.

EOH and THINK iT share a belief in the fact that the provision of technology services is all about choosing the right solutions, which are supported by the right products and implemented by the right people. Through this new partnership, we have access to a greater range of solutions to ensure the delivery of the right results for your specific requirements every time.

## VALUES, BENEFITS AND THE WAY FORWARD

### Our core business values

THINK iT believes that technology is at the forefront of empowering people and organisations throughout the world. Our core business values are therefore, to discover opportunities for creating transformation; to use our knowledge and expertise in supporting positive change and to enable people in producing powerful new developments.

### The benefits of having THINK iT as your ICT services provider

- You are the most important ingredient in a partnership with a top team of IT specialists
- You enjoy the freedom to focus on what you do best
- You enjoy cost-effective access to the best IT expertise and the latest technologies
- You have the peace of mind that comes with measurable performance indicators

- You have a competitive edge in your sector or industry
- You have access to 24-hour on-site support and
- You have the flexibility to adapt their IT infrastructure to meet your requirements.

### Increase your ROI and decrease costs

THINK iT envisions a future in which clients of all sizes think of us when they need to increase their ICT return on investment and decrease their total cost of ownership while enabling and streamlining their ICT operations and ensuring business continuity. To achieve this, we intend to continue to listen to our current and future client's needs and be both flexible and available when adapting to new and cutting-edge technologies and global best practices.

## OFFERINGS

### Strategic Consulting

We supply architecture and design services for all advanced infrastructure solutions, virtualisation, storage solutions, core network infrastructure, back-up and disaster recovery, compliance and outsourcing needs.

So, whether it's time to review your IT strategy, evaluate new technology, design architecture, manage the deployment of new technology or understand IT best practice, we offer independent, vendor-free advice to make it happen.

### Infrastructure and Application Solutions

Your business deserves customised solutions that are able to maximise profits. We address your needs ranging from:

- Operating platforms, unified communications and messaging
- End-to-end security management
- Storage offerings
- Virtualisation strategies and
- Unified Networking

With THINK iT's guidance, our clients are steered through the steps of the process, whether it be the entire project or a series of business enablers, equipping you with infrastructure, applications and services that enhance your ICT environment.

### Software and Services

THINK iT offers a managed element with every type of service we deliver, taking responsibility for selected IT services and managing the delivery of those services in their entirety, supported by a 24-hour Service Desk. This offering:

- Automates and consolidates IT requirements and reduces costs
- Increases IT service levels by increasing security, availability and reliability
- Increases the capabilities of IT-enabling organisations to work effectively and
- Reduces the effort required to manage, operate and maintain IT infrastructure.

### Professional Support

THINK iT's range of support services is able to optimise our client's ICT environment by providing 24-hour cover, permanent on-site staff, on-call staff and remote support with the expertise you require against a defined Service Level Agreement (SLA).

### Service Desk

THINK iT's call centre is staffed with knowledgeable, friendly and patient call centre agents who are contactable at any time throughout the year. For telephonic support, troubleshooting or network administration, clients can either request a remote call or create an incident request by contacting THINK iT on 0861 iTHINK (484 465), e-mailing [support@thinkit.co.za](mailto:support@thinkit.co.za) or visiting [thinkit.co.za](http://thinkit.co.za) for more information.

## RELATIONSHIPS

THINK iT's broad spectrum of partnerships is testament to our membership of select communities that are professionally certified and rigorously trained to complement and extend our partners' global service capabilities. This means best-in-class products and services – guaranteed.



A CA Enterprise Solution Provider, THINK iT has met certification requirements for integrating and supporting CA Enterprise class products. The only company in Africa to have achieved this, we offer CA storage, back-up and recovery strategies.



THINK iT is a Cisco Premier Partner – and one of only a handful in Africa. We are certified in the integration of switching, wireless LANs and IP telephony technologies. Our partnership with Cisco is evidence of the measurably high levels of client satisfaction that we are able to achieve and maintain.



As a Citrix Silver CSN (Citrix Solutions Network) partner, THINK iT are able to design and implement Citrix application, desktop, presentation and server virtualisation. This partnership also enables us to offer consultancy on maximising the efficiency of Citrix deployments.



As an EMC Velocity partner, THINK iT offers clients a comprehensive portfolio of implementation and support services in the spheres of storage, back-up, recovery and archiving.



THINK iT is a Microsoft Gold Partner and is also a SPLA (Service Provider License Agreement) reseller, with status that allows us to rent Microsoft-licensed products on a monthly basis as part of our software services and hosted application solutions.



Silver Partner

As a NetApp Silver Partner, THINK iT is better able to build our cloud service offerings on efficient NetApp storage and data management solutions, which allows us to operate profitably based on low-cost and predictable service levels.



Provision Networks, now owned by Quest Software Desktop Virtualisation Group, have chosen THINK iT as their preferred services partner in Africa. The Quest offering is an enterprise ready desktop virtualisation (VDI) software suite that does not demand vendor lock-in.



THINK iT is a Sun Certified Associate, and offer predominantly x64 technologies. Sun Microsystems' alignment with THINK iT is testament to our ability to ensure that solutions are uniquely adapted to solving our client's business needs.



THINK iT Solutions is a certified Fortinet partner. Fortinet is a worldwide provider of network security appliances and a market leader in unified threat management (UTM). Fortinet products and subscription services provide broad, integrated and high-performance protection against dynamic security threats while simplifying the IT security infrastructure. THINK iT is proud of its association with Fortinet as it plays a key role in its delivery of end to end infrastructure solutions.

### Reseller relationships

In addition to partnerships that certify us to offer top global IT products and services, THINK iT has several reseller relationships. These enable us to act as your channel for leading technologies, while using our experience, knowledge, service commitment and support to ensure a smooth, streamlined and hassle-free IT process.

## EMPOWERMENT PROFILE

THINK iT recognises the value inherent in black economic empowerment and considers genuine diversity management as a sound business practice. We are committed to creating a workplace in which individual differences are valued and all employees have the opportunity to contribute to the achievement of business objectives, as part of an environment in which everyone is treated fairly and with respect. As a conscientious employer, the strategic objective is to have individuals from previously disadvantaged groups represented in different fields at all organisational levels.

This can only be accomplished with pro-active participation, to create a situation where all employees can equally compete, on the basis of merit, for available opportunities.

THINK iT will actively strive to develop all individuals in order to attain their full potential. Effective June 2010, THINK iT is proud to be acknowledged as a BBBEE Level 3 Contributor. This is due, in part, to it being acquired by EOH and through this acquisition, adopting EOH's BEE credentials.

## PEOPLE

### Staff

THINK iT has a policy of employing only the brightest minds. We seek out individuals who are highly qualified and are able to add immense value to our clients. We firmly believe that our success is based on our staff they make our company the reputable IT specialist it is today.

### Management

THINK iT acknowledges the individual in each of its staff members, including those in management, but it is as a unit that THINK iT's managerial team subscribes to the following principles: an abiding

dedication to IT excellence and global best practices; a sincere commitment to making clients' and a genuine respect for transparency and integrity. In addition to this, THINK iT's management is made up of engaging and experienced personalities who are easily able to build long-term relationships with both current and prospective clients.

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