



**Vumela IT Services**  
(Pty) LTD

# ENABLING BUSINESS EVOLUTION THROUGH TECHNOLOGY

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Our goal is to be South Africa's leading provider of total ICT solutions to the demanding corporate world.

# INTRODUCTION



Vumela IT Services provides robust and scalable business solutions to customers, ranging from banks and manufacturing companies to power generation and transport giants. Our services include everything related to the ICT sphere, including initial design and installation of infrastructure to application and desktop support.

**Vumela IT Services is a Level 1 BEEE supplier**

# ABOUT US

Vumela IT Services has a philosophy based on adding value to our customers by recommending and developing solutions to improve productivity, reliability, speed of communications and profitability. Our comprehensive ICT solutions are geared to enable our customers to grow and adapt in a rapidly changing environment.



## CONNECTIVITY

Reliable and cost effective communications are the backbone of any business. We develop cost effective solutions for our clients that meet their requirements for speed, security and 24/7 uptime.



## PRODUCTIVITY

Our experience in many diverse industries has given us the experience to recommend and implement application solutions that allow your workforce to work smarter and provide a better service. The benefits of the right software can lead to improved reporting, cost controls and automated work-flow processes, tailored to your business.



## RELIABILITY

We understand that reliable infrastructure and network connectivity is crucial to your business, which is why we ensure that our solutions are robust and adapted to work perfectly in your business environment, wherever your workforce is located. Our 24/7 support personnel are always available for desktop and network support if needed.



## PROFITABILITY

We work with our clients to improve profitability for their businesses. We look at every aspect of the business, seeking to improve efficiency, streamline services and provide solutions that not only deliver immediate cost benefits but can also scale for future growth.

# SERVICES

## INFRASTRUCTURE SERVICES

Vumela IT Services offers a number of infrastructure configuration and support services. We work with our clients to determine the best solution for their business. We utilize best of breed hardware and software to provide a cost effective and reliable ICT foundation.

- Hardware installation and support
- Software installation and support
- Server configuration and management
- Virtualized solutions
- Hosting solutions
- Backup and data recovery
- Asset management
- Security and patch management
- VoIP (Voice over Internet Protocol)
- CCTV and Security system installation and management

## NETWORKING SERVICES

### LAN/WAN

We offer a full suite of services including configuration, installation and support of local, wide and wireless networks. Our services include:

- Network Designs and Installation
- Lan/Wan Management
- Proactive monitoring
- 24/7 Call Centre for trouble-shooting and support
- Network Security services

## CABLING AND WIRELESS

Our certified technicians are experienced in laying all types of cable, including optical fibre. In addition to new installations, we have the tools to detect and repair damage to existing cables. Our expertise includes:

- Cabling installations and repairs
- Trenching for new cable
- Splicing of fibre
- Routing through walls, ceilings and other obstacles
- Damage detection and repair

We also configure and manage wireless networks for maximum reliability and performance.

## CLOUD BASED COMPUTING

There is a compelling argument for cloud-based computing, particularly for businesses that want to grow organically and manage their IT spend. However, it is crucial to have a reliable partner to ensure optimal performance, security and safety of sensitive information. Our cloud-based services include the following benefits:

- Predictable monthly ICT costs on a per user basis
- All business applications can be accessed via inexpensive thin clients or any device such as a smart phone, laptop or tablet
- All business applications and data available anywhere with an internet connection, at any time
- All server monitoring, maintenance, security and upgrades are managed as part of the contract
- Both shared server and dedicated server options are available



## BUSINESS SOLUTIONS

The right suite of applications to support your business can make a huge impact on productivity and customer service. Let us assist your business to streamline operations to become more responsive and improve the bottom line. Whether you choose to host your business critical applications in-house or in the cloud, we will be there every step of the way to ensure the most cost effective and appropriate solution for your business.

## INDUSTRY SPECIFIC APPLICATIONS

- Health
- Automotive
- Retail
- Transport & Logistics
- Public Sector

## PROJECT MANAGEMENT

Ensuring that your IT infrastructure keeps pace with the demands of your business and is aligned with new technology developments, is an important consideration.

However, IT projects can be complex, involving numerous stakeholders. Businesses cannot afford the disruption and downtime of a poorly managed implementation or one that fails to deliver the expected value.

Vumela IT Services uses its experience in IT Project Management to plan every aspect of a project:

- Project Cost/Benefit Analysis
- Managing external supplier relationships
- Regular communication and feedback to all stakeholders
- Managing implementation
- Quality control and testing
- Post implementation reporting and monitoring

# OUR PEOPLE



We believe in people.

"I was humbled that somebody had put their faith in me and I always had a dream of 'paying it forward' some day by providing that same opportunity to others."

- *Sivashni Moodley*

## EXPERTISE AND PASSION

Vumela IT Services is a young and dynamic company, founded by Sivashni Moodley.

She brings over twenty years experience in the IT sector, having worked in every aspect of the industry from desktop and infrastructure support to managing the vendor/supplier relationships of large corporate companies. She combines her passion and energy for ICT solutions with an in-depth understanding of what it takes to build a team of professionals who put customer service first.

The team combines the expertise of seasoned professionals with a hand picked group of young engineers who are continually updating and increasing their skills in a fast-paced environment.

## PROFESSIONAL DEVELOPMENT AND MENTORING

Sivashni believes in believing in people. She herself benefitted from a corporate bursary to study for a degree in IT, an opportunity which would not have otherwise been possible. With the growth of the business, she has been able to offer opportunities to an increasing number of talented young people who are developing their skills through a combination of formal training and on the job mentoring.

## CORPORATE SOCIAL RESPONSIBILITY

Skills development is vital to solving the scourge of youth unemployment and the IT sector is one of the areas where skills are required. Vumela IT Services recognises that it has a role to play in imparting knowledge to allow school leavers and newly qualified students to begin successful careers and contribute to the economy.

Vumela's Internship Programme empowers young people by providing them with a combination of competencies that will enable them to achieve employment. In addition to hands on experience in IT support, the interns are coached in various skills such as presenting a professional and confident image, corporate etiquette and taking initiative. We also work with our interns to develop a professional CV.

Our objective is to produce highly employable candidates who have the technical expertise and experience, as well as the soft skills that will give them the edge in the job market whether employed by us or elsewhere.

## OUR CUSTOMERS AND PARTNERS

Vumela IT Services provides a full range of ICT solutions, and is proud to have some of South Africa's largest organisations amongst its client list.

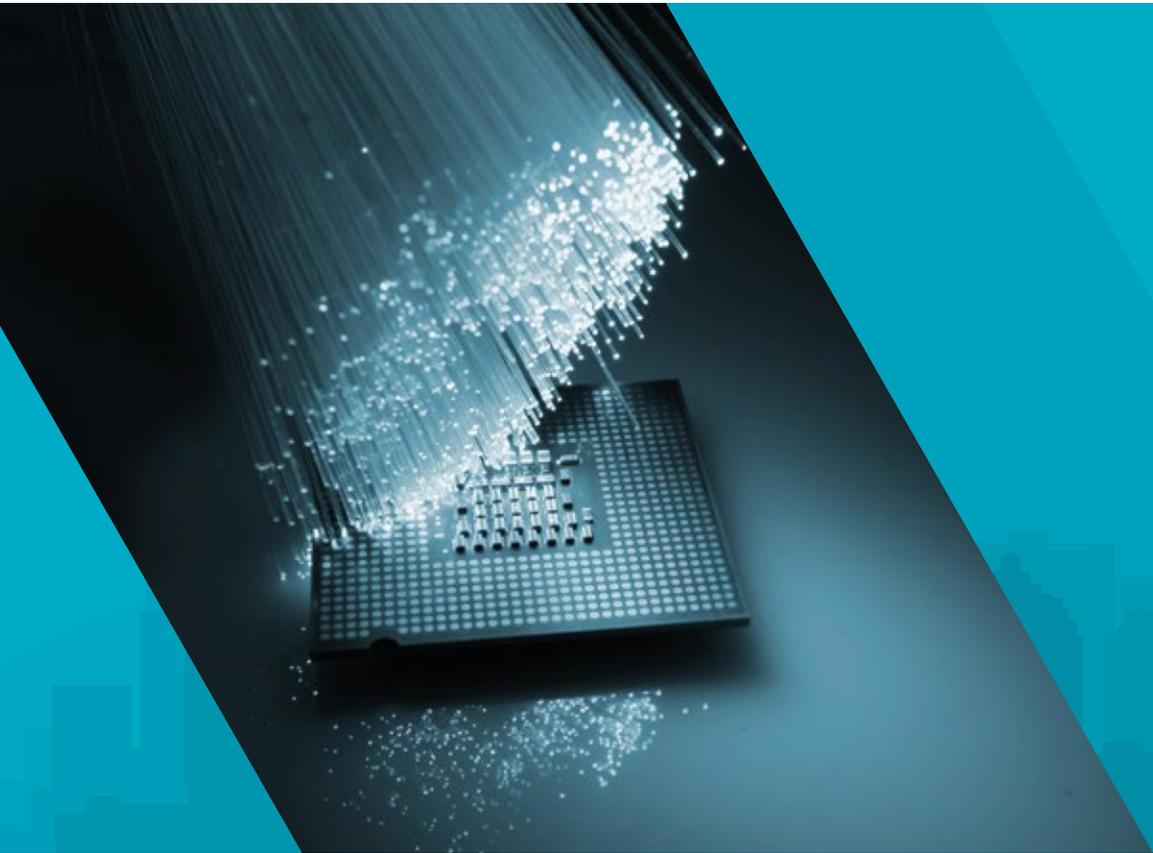
We believe that our unwavering commitment to exceptional customer service and a collaborative approach to our customer relationships has given us an edge in a competitive market. We never forget that our success is based on our customers and partners ability to grow and prosper.

### Partners:



### Customers:





# CONTACT DETAILS

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## POINTS OF PRESENCE

Durban  
Richards Bay  
Pietermaritzburg  
Ladysmith  
Empangeni  
Newcastle

Vryheid  
Umtata  
East London  
Port Elizabeth  
Johannesburg  
Cape Town



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