



Pronto IT Solutions - Corporate Profile

Table of contents:

1. Introduction
2. Vision
3. Mission
4. Customer management methodology
5. Operations control
 - 5.1 New agreement implementation
 - 5.2 Support Infrastructure
6. Hardware Services
7. Software Services
8. Network Services
9. Project Services
10. Accessories & Office equipment
11. Consumables
12. Maintenance & Repairs
13. Supplier Brands
14. BEE
15. Credibility
16. Contact details



1. Introduction:

Pronto IT Solutions is an empowered service driven IT solutions provider, focusing distinctly on total IT solutions and deviating from the traditional hardware delivery scenario with which IT dealers have been associated.

Our solutions include guidance and assistance to customers in defining IT strategies, installing and the commissioning of IT equipment plus the maintenance and support thereof. With branches in Pretoria, Bloemfontein and Kimberley and with representation in all major centres throughout South Africa we are able to deliver commission and maintain equipment on a national basis.

2. Vision:

To be a trusted and preferred supplier:

- to small, medium and large corporate business, parastatals and government.
- of business IT solutions and services.
- in tailored, modular and turnkey IT solutions.

3. Mission:

Pronto IT Solutions aims to develop a long-lasting value adding relationship with our customers,

- to establish and understand their business needs.
- to maintain the highest standard of service delivery.
- to add superior value to our clients through "best of breed" practices.
- to provide high quality products and to ensure adequate and constant supply of equipment & services.

Our success and future growth lies in the long term relationships with our customers, providing superior products and value-adding solutions whilst fulfilling our commitments at all times.



4. Customer Management Methodology:

The customer management program and methodology are based on tangible value-added activities and entail principles such as:

- A single point of contact for the customer.
- The allocation of a customer manager who interfaces with the customer at various levels.
- Additional second line service monitoring.
- Constant customer satisfaction measurement.

The tailored customer management program is a holistic approach that includes not only operational activities but also all relevant activities such as business development, financial strategy etc., according to the requirements and needs of the customer.

5. Operations Control:

The main focus of operations control is to ensure service level and solution compliance as per the agreements we have with our customers. Operations control predominantly operates on a proactive basis, ensuring optimal in-service level performance but also exception management on a reactive basis, through implementation of rectification activities.

Operations control is based on the following operations control infrastructure and responsibility guidelines:

- The specific customer engineer owns a customer request for service or solutions and it is this specific customer engineer's responsibility to utilize the formal escalation chain should he not be able to comply with the customer's request as per the Pronto IT Solutions Operational Procedure agreed with the customer.
- In each of the business units, alliances and solution partners, a dedicated person is appointed to oversee all service operations for that specific business unit. It is the manager's responsibility to ensure service level compliance by his business unit as well as escalation, should compliance not be possible.



5.1 New Agreement Implementation:

Pronto IT Solutions believe that every customer's requirements are unique. Therefore two critical principles underpin the implementation of new agreements. They are:

- The availability of a basic generic platform for service and solution delivery consisting of infrastructure such as a customer response centre, logistical support, operations control, etc.
- The tailoring of the service solution and adding or changing the generic infrastructure as required by the customer depending on the specific service solution proposed.

To enable the tailoring of the infrastructure, it is important that a gearing phase commence before the implementation of a new agreement. Depending on the service solution, a gearing period from 0 to 90 days is required during which a project team is formed to implement and prepare the infrastructure to provide the necessary service and support to the customer.

The end result of the above process is a policy and procedure manual that forms the basis of the operational agreement between the customer and Pronto IT Solutions. All policies and procedures are documented and can be fine-tuned as the process continues. It is important to note that all the necessary resources such as, expertise, system changes, service locations etc., is added according to the particular customer solution and support requirement, during the gearing phase.

5.2 Support Infrastructure:

The provision of an effective and tailored support infrastructure as part of the service delivery process is of extreme importance. Without effective support, we would be unable to provide effective service. Although a generic base support infrastructure does exist, the tailoring of the support functions to enable tailored solutions to our customers as part of the gearing activity is the overriding focus.

6. Hardware Services:

The hardware services and solutions provided can be divided into the following main categories:

- The supply of hardware and peripheral equipment tailored to customer requirements, both in terms of configuration and/or brand.
- The provision of hardware maintenance services on a contractual basis at guaranteed service levels.
- The customer's hardware can be maintained for a fixed fee per month that includes all cost elements such as travel, labour, parts, back-up units etc.
- A time and material service is also offered for non-contractual hardware support.



7. Software Services and Solutions

Pronto IT Solutions provides comprehensive IT outsourcing solutions with a strong focus on quality and customer relations. As part of our partial and total outsourcing services, the complete comprehensive IS and IT service offering mainly comprise of the following:

- The provision of software service solutions and support on a contractual or time and material basis predominantly focuses on the following areas:
 - > IT Infrastructure Management
 - > Mail and Domain Administration
 - > Server and Desktop Support
 - > Monitoring and Preventative maintenance
 - > Hardware Peripheral support
 - > Software Design, Development, Maintenance and Support
 - > Database Administration
 - > Printer Maintenance
 - > Document Management
 - > Call Management + Helpdesk
 - > Storage solutions
 - > Backup solutions
 - > Security solutions

8. Network Services

Pronto IT Solutions provides network services across the spectrum of traditional network requirements as follows:

- Planning of networks, as well as an inventory requirement listing.
- Installation of new networks or migration from an existing environment, this includes copper cable, fibre optic and wireless technologies.
- Commissioning of the network.
- Network management, either on an ad-hoc basis or by providing skills on a full-time or on a part time basis as required.



9. Project Services:

Pronto IT Solutions provide various project services to its customers and they can be provided for the total project or as a part thereof.

The main project services can be divided into the following categories, although many other projects are handled:

- **Assessments**

In this phase we will complete a high-level assessment exercise which will help the customer identify the IT service delivery areas in the organization that would require the most activity in terms of process management. This will be based on feedback received in interviews with key players and or main users of IT in the organization. Areas that would be investigated include management of service (and service levels), capacity, availability, security, releasing new software, etc.

- **Architecture**

During this phase Pronto IT Solutions will, inter alia, get to understand the requirements, create a charter, identify standards and produce a high level description of customer requirements from a variety of sources. A gap analysis comparing the current service delivery processes and policies with international best standards will also be done. Pronto IT Solutions shall also document the customer's current environment (if any) including support, monitoring and reporting tools and establish a baseline for service delivery.

- **Implementation**

During this phase the information gathered during the Architecture Phase is used to draft the policies, procedures and quality criteria in terms of people, processes and products, which will define the service levels during the Management Phase. It is also during this phase that the tolerances for the service level agreements are determined and agreed. The physical building and set-up of the infrastructure (hardware, software & network) required to deliver the proposed service is also completed.

- **Management**

This is the actual phase where the services, roles, responsibilities and SLA's are defined and the engagement is managed and controlled accordingly. During this phase the team will constantly be trying to improve on standards, quality, TCO and ROI.



10. Accessories & Office equipment:

Pronto IT Solutions supply a vast range of accessories & office equipment. The range includes:

- All peripherals / Multimedia devices
- Digital projectors
- Shredders
- Binding machines
- Dictaphones
- Franking machines
- Sealer and folders

11. Consumables:

To ensure that **Pronto IT Solutions** provides a complete one stop, high quality service to our customers, we are also the consumables retailer of original products and sub-dealers of the Q-Imaging products and consumables namely:

- Toners / Drum kits
- Cartridges / LaserJet toners
- Ribbons and labels
- Paper / continuous paper

12. Maintenance and repairs:

Pronto IT Solutions maintain and repair all computer hardware, output devices and office machinery on a contractual basis or time and material depending on the customer's specific need.

13. Supplier brands:

Pronto IT Solutions retail all major computer brands namely:

- Acer
- Brother
- Dell
- Epson
- Fujitsu
- Hewlett Packard
- IBM / Lenovo
- Mecer
- Proline
- Toshiba
- Xerox



14. BEE & HDI

Pronto IT Solutions is 26% BEE, further we support Government's initiative in terms of BEE, HDI and Employment equity. We tend to work in line with this strategy. The involvement of previously disadvantaged individuals at all levels in our organization is essential for our success. Moreover, transparency, participation and the empowerment of these individuals are values that we embrace.

The objective is not only to add value and create wealth through the growth of the company, but also to ensure that the company is truly empowered and that it makes a sustainable contribution to society through investment in the training and education of HDI's.

Internal Programmes

Equal opportunity employment / Equality in the workplace

Pronto IT Solutions follows a policy of Equal Opportunity Employment and Equality in the workplace, while recognizing that additional efforts may be required to recruit, develop, promote and retain the services of previous disadvantaged individuals. The policy has been refined to a point where it is accepted practice: Examine all vacancies thoroughly with a view to recruiting HDI's to fill them.

Regularly develop profiles of current HDI employees, with a view to providing fast-track development for the promotion and progression up the company structure.

Training and Development

As an IT service and solution company utilizing various skills from various environments, our success is in the hands of our employees. Realizing the important role that employees play as part of the service and support that we offer to our customers, has implemented an employee program to enable them to deliver a competent, efficient service to our customers and continuous skills availability.

All employees are evaluated quarterly to evaluate progress to date, and future development needs. The company provides whatever training and development to progress each individual towards his/her career goal.

15. Credibility

Pronto IT Solutions works closely with the suppliers to ensure that the customer gets the best products and up-to-date IT options and solutions. **Pronto IT Solutions** will not sell to its customers any products that have not been tried and tested and will ensure that the products and services provided are useful, relevant and match the customer's needs.

Pronto IT Solutions believes in practicing honesty and transparency in all its business activities. We are also flexible and willing to adapt approaches to better suit the needs of our customers but still remain ethical in our conduct.



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