



BYTES
SYSTEMS INTEGRATION

CORPORATE PROFILE

**DELIVERING SUSTAINABLE VALUE TO
STAKEHOLDERS** THROUGH THE CONVERGENCE
OF THE BEST IT INNOVATIONS, SYSTEMS
AND PEOPLE



BYTES SYSTEMS INTEGRATION OVERVIEW

Bytes Systems Integration (Bytes SI) is a specialist outsource service provider which designs, implements, supports and manages customised ICT services and solutions. We provide a full range of IT infrastructural services, such as service desk, end-user computing, server support, data security, network support services, data centre storage solutions and IT outsourcing, as well as contact centres, biometrics and identity life-cycle management, workforce management and cloud-based solutions. As an end-to-end ICT solutions aggregator, Bytes SI maintains extensive leading vendor partnerships to deliver world-class technology across the African continent. These services are provided through our wholly owned, full service companies located throughout South Africa, Botswana, Mauritius, Mozambique, Kenya, the United Arab Emirates, Namibia and Zimbabwe, as well as a network of partners in other territories.



ADVANCED TECHNOLOGY SALES

This business unit combines business and technical teams to deliver optimised cloud services and support solutions, contact centre optimisation and Microsoft solutions and licensing. We specialise in network architecture, unified communications, borderless networks, managed security services, managed cloud services, collaboration, security and intrusion detection, wireless solutions, switching, routing and state-of-the-art storage systems for virtualised data centres.

IDENTITY MANAGEMENT SOLUTIONS

Identity Management Solutions specialises in the provision of full identity lifecycle management solutions through an array of hardware devices and software solutions, ensuring the accurate collection of identity information, the verification of the collected information, the provision of an identity credential (such as an ID card, passport, SmartCard or biometric profile), and the devices and solutions required to read and re-verify these credentials throughout their lifecycle. The identity management business unit provides industry tailored solutions to both the public and private sector.



STRATEGY AND TECHNOLOGY

Bytes SI leverages emerging technologies such as the Internet of Things (IoT), analytics, digitisation, ICT automation and the cloud – ensuring relevant solutions for today's business challenges. Our diverse Business Consulting offerings include outsourcing, cloud services, infrastructure and operations, end-to-end security, Microsoft solutions, business continuity, service provider and enterprise networking, data centre solutions, hosted/local voice services, contact centre optimisation, and consulting frameworks. In an industry where technology and domain expertise matters, Bytes SI's pre-sales team delivers competency in enterprise and solutions architecture as well as solutions engineering. We provide extensive consulting and solutions optimisation for organisations with legacy systems.

TECHNOLOGY SERVICES & OUTSOURCING



Bytes SI understands that our customers' networks must be flexible, compliant and secure. Most importantly, we understand the critical role our customers' network and infrastructure play in achieving their overall business objectives. A key component of this business unit's offering lies in the seamless integration of all of an organisation's technologies into one solution – that is functional, innovative and effective in facilitating their changing needs. Through our diverse range of products and services, scale and highly skilled resources, Bytes SI ensures that an organisation is kept connected.

Bytes SI provides customers with an integrated outsourcing service, architecting complete business centric solutions with a single point of responsibility and accountability. Bytes SI has long term partnerships with many customers whose demanding and complex requirements are delivered consistently with pride. Our service excellence is evidenced by these customers continually entrusting the delivery of their outsourced services to us.

WORKFORCE MANAGEMENT

Bytes SI's Workforce Management (WFM) business unit is a leading solutions provider within diverse vertical markets that delivers sustainable value to its customers through its commitment to product innovation, customer-centric solution orientation and a customised ROI-focused approach in the areas of Workforce Management Solutions and Connected Physical Security Solutions.

Workforce Management Solutions have become an important strategic element in corporate management of all personnel-intensive industries. That is why Bytes SI (WFM) partnered with Kronos, a global leader in workforce management, to ensure that our customers benefit from optimising their complete workforce lifecycle with key insights into how they are performing in real-time through attendance and absence management, forecasting, scheduling, activities and analytics.

Connected Physical Security Solutions encompass highly sophisticated Biometric Access Control and Authentication, Visitor Management, Intelligent Building Management Systems, Vehicle barriers and turnstiles, as well as CCTV Surveillance, Video Management and Analytics.



SOLUTIONS GRID

Business Unit:	Advanced Technology Sales							Technology Services & Outsourcing		Work Force Management			ID Management	Strategy & Technology	
	Business Consulting	BytesNet Service Provider	Contact Centre Solutions	Data Centre Practice	Infrastructure and Networking Solutions	Microsoft Solutions	Security Practice	IT Outsourcing & BPO	Infrastructure and Networking Services	CCTV / Physical Security	Intelligent Building Management	Labour Management Solutions	Identity Management Solutions	Business Continuity, Crisis Management & Disaster Recovery	IT Governance & Process Engineering (COBIT, ITIL, Information Security)
Automotive and Logistics	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x
Construction and Engineering	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x
Consumer Goods and Services	x	x	x	x	x	x	x	x	x	x	x	x			x
Education	x	x	x	x	x	x	x	x	x	x	x	x			x
Energy and Utilities	x	x	x	x	x	x	x		x	x	x	x			x
Financial Services	x	x	x	x	x	x	x	x	x	x	x	x			x
Health and Pharmaceuticals	x	x	x	x	x	x	x	x	x	x	x	x			x
Industrial	x	x	x	x	x	x	x	x	x	x	x	x			x
Information Technology	x	x	x	x	x	x	x	x	x	x	x	x			x
Media	x	x	x	x	x		x	x	x	x	x	x			x
Mining and Resources	x	x	x	x	x	x	x	x	x	x	x	x			x
Professional and Business Services	x	x	x	x	x	x	x	x	x	x	x	x			x
Property and Real Estate	x	x		x	x	x	x	x	x	x					x
Public Sector	x	x	x	x	x	x	x	x	x	x	x	x			x
Retail	x	x	x	x	x	x	x	x	x	x	x	x			x
Security	x	x		x	x	x	x		x			x			x
Telecomms	x	x	x	x	x	x	x		x	x	x	x			x
Travel and Leisure	x	x	x	x	x	x	x	x	x	x	x	x			x

A WORLD OF OPPORTUNITIES

Harnessing strength in diversity, Bytes SI is committed to discovering the true potential of the people of South Africa. By changing our business, we are bringing change to our country and creating a bright new future. Some of our world-class partnerships and products include: Alcatel-Lucent, Bluecoat, Check Point, Cisco, ComSign, DataVoice, Dell, Exinda, F5, Genesys, HP, Huawei, IBM, Juniper, Kronos, HID Global, Microsoft, NetApp, Riverbed, Schneider, Symantec, Trub and VMWare.



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