



Ubuntu Workplace Services
...assist in your realisation of IT benefits

Company Profile



Introduction

Umunthu Workplace Services cc (UWS) is a Black Economic Empowered company that is relying on the skills of its originators to take advantage of the growing need in Information Technology (IT) and uplift the skills and enhance the development of historic disadvantage individuals. J.N. Matalen and A.Q Matthews, who brings over three decades of Information Technology expertise to the business, will lead the business as it establishes itself as a high quality Information and Communication Technology service provider in the greater Western Cape Metropolitan and the rest of South Africa.

Umunthu Workplace Services (UWS) initially began its service providing capabilities in Hardware maintenance support services and have now achieve the necessary skills through development of staff and our relationships with Gijima AST, T-Systems South Africa (TSSA), Advocate Solutions, IT on demand, Impact IT, ETA Audiovision, Next Technology and Laser Matrix Services enabling us to provide workplace services in South Africa. UWS currently delivers the hardware break/fix services to TSSA for the Sanlam environment.

Constantly evolving technologies and software offer small and large businesses an opportunity to work smarter, but the increased prospect comes at the price of increased complexity which inspired us to start filling the gaps which is much sought after.

Our Vision

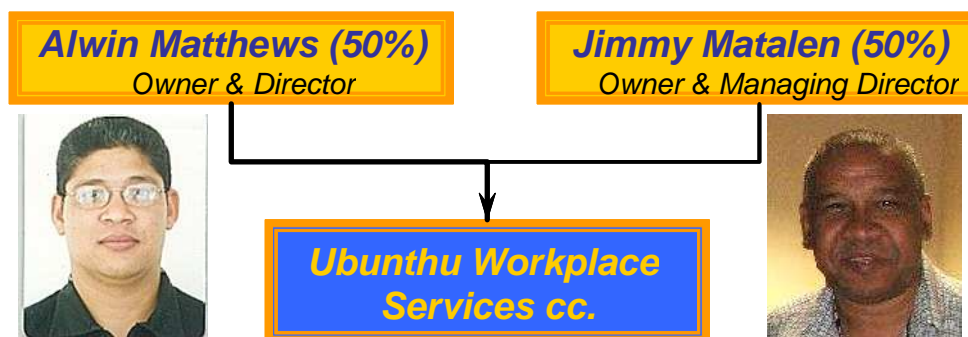
UWS vision is to be the company that is the right choice for service delivery to clients, through respectful, honest and reliable conduct. UWS is in a position to make every effort and capture portions of the local market within these areas and undertake further to support the skills development and growth of other SMME's, companies of other black entrepreneurs, local communities, historic disadvantage individuals as well as local government institutions through partnering or outsourcing initiatives.

Our Mission

UWS mission is to enable customers in profiting from the benefits of IT and in so doing become the alternative supplier of workplace services. UWS will differentiate itself from its contenders to add value to customers through competitive pricing, large footprint in South Africa through the Gijima AST, Advocate Solutions, Next Technology and Laser Matrix Services relationship. With the appropriate skilled workforce UWS can supply a service that is focused and of high quality. In specializing in a few of the most popular service environments i.e. Desktops, printers, software support, helpdesk facility, UWS will gain access to the larger segment of the SMME growing market as well as the larger enterprise market.

Ownership and Group Structure

UWS is committed to transformation and the company's ownership, skills development and transactions are evident and portray true black economic empowerment in South Africa. The close cooperation is owned and managed by two black (coloured) South African citizens' and is as follows:



■ Historically disadvantage individuals



Business Background

The company

Ubuntu Workplace Services is a self-motivated information technology close corporation (cc) that is enthusiastic to capture significant market share in the SMME industry in the country. UWS is a Western Cape cc established in 2004 and exclusively owned by J. N. Matalen and A.Q. Matthews. UWS established its base of operations in Bellville, Western Cape and intends to offer:

as part of our **Workplace Support Services** the following:

- Hardware maintenance and swap-out services,
- Software and Hardware installations,
- Helpdesk and call centre support services,
- Asset Management ,
- Hardware Store Management,
- Network Support Services,
- Desktop Support Services,
- Office Supplies (stationary, cartridges, paper, etc.),
- Telephony Support Service,

and as part of our **Consulting Support Services** the following activities:

- Out of warranty repairs @ time and material,
- Maintenance repairs @ time and material,
- Hardware and Software sales,
- Management of sub contractors,
- Office Moves
- Project Management and roll-outs
- Specialised Application Services,

UWS has the potential to gain a reputation for offering quality services in computer and specialised applications environment which can provide value to the customer, long after the support have been completed. This value is our collaborative approaches with our relationships that signify quality of work at a competitive price.



The owners

J. N. Matalen,

J.N. Matalen is one of the owners and currently manages UWS. He has considerable Information Technology experience and management skills acquired through the desktop coordinator and Team leader roles of the Technical Support Services in the Sanlam desktop environment and T-Systems SA desktop environment as well as third party contractor management. He strategises to utilize this experience in managing the hardware maintenance support services.

Mr. Matalen experience in the IT-Industry spans 19 years of which 14 years were as a Desktop Coordinator and Team Leader. Most of the time was spend within Sanlam environment, giving him the opportunity to explore and understand the Sanlam network in detail. During the last four years he was employed by T-Systems until UBUNTHU Workplace Services cc (UWS). was established. Mr. Matalen is currently managing the contract between TSSA and UWS for break/fix services.

Mr. Matalen holds certification in the management development program. In addition to installing hardware, software, assisting in setting up networks and coordinate sub-contractors, Mr. Matalen overseen a team of desktop support personnel and the T-Systems desktop support services in Cape Town.

As the Managing Director for UWS, Mr. Matalen manages five support personnel who perform all types of repairs to computers and peripherals. He also manages third party contractors on behalf of T-systems. Because Mr. Matalen has a technical background, his staff and clients often consulted him when complex repair issues arose. These experiences prove to be especially valuable in day-to-day operations. Computer downtime will be minimized because Mr. Matalen can make at least minor repairs rather than waiting for a computer technician.

A.Q. Matthews

Mr. Matthews is the co-owner of UWS and has currently no managing role in UWS. He has 16 years experience, acquired extensive knowledge and management skills in the IT-Industry. Mr Matthews has acted as Desktop Team Leader for 2 years, Mainframe Team Leader/Supervisor for 3 years, Senior Desktop Specialist for 5 years and as Desktop Services Manager for 2.5 years.

Mr. Matthews holds certification in the Management Development Program, Matric, Microsoft Certified Professional, Certified Novell Administrator, Proposal writing, Presentation skills, Management with Intend and Assertive Management. He finished his studies for his MBA degree at the University of South Africa and have completed Strategy, Financial Strategy, Innovation, Creativity and Change and submitted his thesis for his degree. Currently Mr. Matthews is an Architect with the Architecture and Strategy department of T-Systems SA for desktop services and his contribution to UWS is solely aimed at the market outside of T-Systems SA. As the co-owner of UWS, Mr. Matthews's current portfolio includes UWS Strategic development, business planning, Market development, Sales, contractual negotiations and partnerships / alliances for UWS.



The Services

UWS was created for the sole purpose of providing IT support services in the Western Cape and later expand to the greater part of South Africa. The services provided will enable clients to have peace of mind and a single point of reference as UWS will support or manage the total workplace environment (computers, printers, consumables, telephone, network, etc.). Through skilled resources and the Gijima AST, Advocate Solutions relationship UWS support will expand its capabilities of hardware maintenance, network support services, and desktop support services. With IT on demand and Impact IT ventures the company will also expand its capabilities in the consulting support services space.

Workplace Support Services

- **Hardware maintenance and swap-out services**

UWS skilled support staff is capable to offer Hardware maintenance support services on most popular equipment and entail the repair or replacement of desktop and laptop hardware breakages, printers, scanners, monitors, keyboards, mouse, CD drives, hard disks, memory and modems in warranty or out of warranty. UWS expanded its capability through its relationships with suppliers and service providers. UWS offer the operational aspect of swapping out and managing in warranty faulty equipment on behalf of the customer.

- **Software and Hardware installations,**

UWS understands the burdensome task of setting up new hardware and software and can aid in doing these activities hassle free, by using the latest imaging tools and proper configuration settings to ensure correct functioning of equipment and software.

- **Helpdesk support services**

UWS offer a single point of contact for all UWS clients who require support for any problem pertaining to his or her workplace and manages the flow of incidents from inception to the end and follow-up with clients to ensure quality assurance of work performed.

- **Asset Management**

UWS will administer all assets with regards to their locations, configurations and owners to ensure the information is correct and available to clients. UWS staff is currently performing these tasks to ensure the validity of data. UWS can also supply resources to capture, update maintain and manage the equipment owned by the customers.

- **Hardware Store Management,**

As part of UWS current operations the company manage the day to day operation of all equipment in store and the testing thereof. With its skilled staff the company offer to administer the inventory, stock control and Disposals of equipment on behalf of customers.

- **Network Support Services**

Through UWS relationship with Gijima AST the company offer support on Cisco devices and other network devices as well as the setup, configuration and support of existing networks. All necessary services will in general be offered onsite and the hardware repair centres is at the rented UWS offices in Bellville and Gijima AST offices throughout South Africa. UWS staff will preliminary do first line support on network equipment and manage the repair of such faulty equipment or any network problem.



- **Desktop Support Services**

UWS offers first and second line support of the all Microsoft Operating Systems, Microsoft Office Applications, Anti-virus software clients, Microsoft Outlook clients, Network configurations, Multimedia configurations, Remote access configurations, Internet configuration, software installations, desktop hardware installations and configurations, printer, scanner installations and configurations, preliminary desktop power support and preliminary telephone support by utilising our current staff and our relationships.

- **Office Supplies (stationary, cartridges, paper, etc.),**

The company's buying power and relationships with suppliers and vendors to negotiate competitive pricing for office supplies and the installation and testing of materials on-site to ensure proper functionality where necessary enable UWS to offer value add to customers.

Consulting Support Services

These services will be administered via projects for specific environments i.e. call centre, specialised application support, with the necessary skilled resources.

- **Out of warranty and Maintenance repairs@ time and material,**

UWS current highly qualified staff will initially repair faulty equipment or direct and manage the repair of equipment to the right channels, which is our current relationship with repair centres to allow for cost efficient repairs.

- **Hardware and Software sales,**

UWS current relationships with suppliers has given the company buying power to negotiate competitive pricing and it is not just the pricing that will be of value but also UWS ability to ensure after sales support is available to the client timeously.

- **Management of sub contractors,**

UWS experience to properly manage daily operations of subcontractors, i.e. office moves, which include all desktop equipment, networks etc., have been successful and the company does this to secure peace of mind to the customer and make sure everything is done correctly.

- **Offices Moves**

UWS experience to properly manage and perform complete office moves, which include all desktop equipment, network points, network patching, furniture etc. to secure peace of mind to the customer by having the workplace functioning properly and to ensure the client can continue to do its business.

- **Project Management and roll-outs**

UWS know-how in managing installations, moves or rollouts of software or hardware, is there to assist customers that wishes hassle free activities and security as well as cost efficient operations. UWS will also be able to supply resources to perform the task required.

- **Specialised Application Support Services,**

UWS relationships with IT on demand and Impact IT, secured the companies ability in offering service solutions in the following areas, Web design, Voice over IP switching



Telephony solutions, call centre solutions, Automated software testing.

o **Specialised E-Zee Cover Marketing and Support Services,**

UWS alliance with National EZEE Auto Cover allowed the company to nationally market, sell, promote, support, etc of the products and services of National EZEE Auto Cover, which include the following:

- Service Suppliers Membership marketing, sales and support
- Private Fleet Operating Membership marketing, sales and support
- Private Vehicle Owner Membership s marketing, ales and support
- None-Vehicle Owners Membership marketing, sales and support
- EFT Units marketing, sales, installation and support
- Transport Management Base Stations marketing, sales, installation and support
- 24/7 Call centre

The EZEE – UWS Relationship is significant as it would provide access to the mass market within South Africa. It also allows UWS to provide the facility for services such as airtime procurement via mobile devices, with or without available airtime, Electricity procurement via mobile, EFT payments etc.

Personnel and relationships

UWS current staff compliment is 18 employees and the company's relationships with the following service providers expand the company's capabilities to perform the above mentioned services.

- Gijima AST
- Laser Matrix Services
- Next Technology
- Advocate Solution
- ETA Audiovision
- Impact IT
- IT on Demand

Mr. Matalen is the managing director and manages the UWS operations, subcontractors and employees. 1 employee function is the personal assistant who handles the administration duties of UWS, 2 Technical engineers, 3 senior technical engineers currently handles the day to day operational hardware repair services, 12 Technical engineers that works on projects for external clients.

Mr. Matalen also manages the above mentioned service providers with the exception of IT on Demand via agreements UWS have with the incumbents to render specific service delivery in hardware and software. UWS and IT on Demand is a new relationship that was established to specifically focus on Specialised Application service delivery.

UWS Presence

UWS current hub of operations is the Western Cape and has expanded its presence in all major cities in South Africa and smaller locations, as well as Namibia through the company's relationships with our service providers.



Company Relationships

UWS have current relationships with the following companies to assist the company to perform quality services to the customer.

Support Services	Suppliers
Gijima AST	Bula
Laser Matrix Services	First Technology's
Next Technology	Rectron
Advocate Solution	Sahara
ETA Audiovision	PCDotcom
Impact IT	Datanet
IT on Demand	Source Parts
Revnetek SA	Part Serv Cape
	Laser Recharge
	Sizwe imaging
National EZEE Auto Cover	

Conclusion

UWS aim in providing service delivery to customers is based on a win-win pledge. We commit ourselves in providing a service which reflects true value added, with quality service delivery through competitive pricing. We leverage our capability from our skilled staff and relationships with our service providers that enable us to align with the customer's demands and strategic direction.

We are committed to co-operatively work with clients to ensure that business value is added and that solutions or service rendered meet the required needs of the business.

UWS Contacts

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