



One stop shop for ICT solutions

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South Africa

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1. BUSINESS, ADMINISTRATIVE & CONTACT INFORMATION

- a. **Business name** : Redefine IT Solutions (Pty) Ltd
- b. **Trading Name** : Redefine IT Solutions
- c. **Business type** : Private Company
- d. **Company registration number** : 2015/112143/07
- e. **Tax reference number** : 9616230174
- f. **VAT number** : TBA
- g. **Telephone** : +27 87 571 0372
- h. **Cell phone** : +27 81525 9444
- i. **Fax** : +27 86 551 0756
- j. **E-mail** : osca@redefineit.co.za
- k. **Physical address** : 1768 Essenwood Crescent,
Noordwyk,
Midrand, 1687
- l. **Postal Address** : P O Box 965,
Wendywood,
Sandton, 2144
- m. **Docex Address** : 1768 Essenwood Crescent,
Noordwyk,
Midrand, 1687
- n. **Banking details:**
- Bank : Nedbank
- Branch : Carlsawld
- Account number : 1103470167
- Branch code : 177942



2. Introduction

a. Company History

ReDefine IT Solutions is a black-owned entrepreneurial initiative centrally located in Midrand, Johannesburg. It offers a wide range of top class ICT products and services tailor-made to suit individuals, Start-ups, SMEs, Big businesses and Government departments.

Our goal is to use our extensive experience and youthfulness to provide innovative solutions that build sustainable value for our clients whilst uncompromising on quality, integrity and commitment to excellence.

3. Strategy

a. Vision statement

Redefine thrives to be the most trusted and exceptional ICT Reseller and web hosting company in Southern Africa, providing optimal internet footprint for private users, small-to-medium businesses and corporate across Southern Africa.

b. Mission statement

Our aim is to ensure that every company, every business and every organisation in South Africa has an online presence and access to high quality internet and equipment at affordable prices.

c. Values

Quality

At Redefine IT Solutions we deliver excellence and strive for continuous improvement. Each of us is responsible for the quality of all the work that we do.

Customer satisfaction

We are dedicated to satisfying our customers. We believe in respecting our customers, listening to their requests and understanding their expectations. We strive to exceed their expectations in affordability, quality and on-time delivery.

Integrity

We are each personally accountable for the highest standards of behaviour, including honesty and fairness in all aspects of our work.

4. Business concept

Redefine IT Solutions is a certified Lenovo and HP partner but over and above that we hold a variety of Reseller and Distributorship agreements with manufacturers and wholesalers of ICT products including Esquire, Microsoft, Formax (Pty) Ltd, and Pinnacle Africa.

With these agreements in place ReDefine IT Solutions has access to distributing and reselling all major brands like HP, Samsung, LG, Dell, Canon, Lenovo and Sony. This gives us a national footprint as our partners are available in most major cities around the country.

Above all, we have the backup and support of the best technical teams in the country giving an edge to offer better service agreements on products like MFPs.

5. Products & Services

a. SharePoint Development and Consulting

We pride ourselves in deploying world class solutions built on the SharePoint platform focusing on the following elements:

- Document management
- Workflow and process automation
- Search
- Reporting and business intelligence
- Ediscovery

b. Website and Email Hosting

Website hosting offers the ability to host your website and emails on a shared server at a low monthly cost. We have five (5) packages that cater for organisations ranging from a start-up to corporate and Government Departments

Package	Benefits	Monthly Fee
Red Starter	<ul style="list-style-type: none">• 250 MB Space• 250 MB Bandwidth• 2 Email Accounts• Cpanel• Webmail• 99% Up time	R15.00

<p>Red Micro</p>	<ul style="list-style-type: none"> • 750 MB Space • 750 MB Bandwidth • 20 Email Accounts • 1 Mysql Databases • Cpanel • Webmail • 99% Up Time 	<p>R25.00</p>
<p>Red Micro Pro</p>	<ul style="list-style-type: none"> • 1500 MB Space • 1500 MB Bandwidth • 30 Email Accounts • 2 Mysql Databases • Cpanel • Webmail • 99% Up Time 	<p>R45.00</p>
<p>Red Basic</p>	<ul style="list-style-type: none"> • 4000 MB Space • Unlimited Bandwidth • 50 Email Accounts • 5 Mysql Databases • Cpanel • Webmail • 99% Up Time 	<p>R110.00</p>
<p>Red Standard</p>	<ul style="list-style-type: none"> • 10000 MB Space • Unlimited Bandwidth • 100 Email Accounts • 10 Mysql Databases • Cpanel • Webmail • 99% Up Time 	<p>R185.00</p>

**Prices are subject to change without notice.

c. Website Designing and Development

Website designing and development is outsourced through some of our several strategic alliances. All work carried out by our partners is guaranteed by Redefine IT Solutions. Send us your requirements and we will quote you accordingly.

PRODUCTS	(from)PRICE
1 page Website (Landing Page)	R300.00
3 Pages Static Website	R999.00
5 Page Static Website	R1,499.00
CMS Website	R2,500.00
Ecommerce Website	R3,500.00
Search Engine Optimization	R450.00 per month
Facebook Advertising Campaign	R450.00 per campaign
Logo Design	R550.00
Pamphlet Design	R350.00
Business Card Design	R280.00
Google Adwords Campaign Fee	R1250.00

**Prices are subject to change without notice.

d. IT Support services

Whether you would like to utilise external IT skills on an ad-hoc basis or feel more comfortable with guaranteed pre-scheduled support through a Service Level Agreement or you require outsource the IT Department on your site, Redefine IT is here for you.

Server Support

- Server administration and support
- Server performance optimisation and software patches
- Virus definitions updates
- Data backups and Data migration
- Security and security updates
- Software installation and configuration

Desktop Support

- Desktop user support
- Peripheral equipment and software installation
- Peripheral equipment and software configuration
- Virus definitions updates
- Data backups and Data migration

Network Support

- Router configuration and setup
- Network troubleshooting
- LAN and WAN setup

e. New Equipment sales

We have a sales team with access to a full range of IT equipment wholesalers and manufacturers ready to prepare quotations and arrange the procurement and delivery of any hardware, software and consumables that you may require making it easier for us deliver in the quickest time possible. We have a well established vendor relationship with most wholesales and manufacturers allowing us to provide customized solutions at competitive prices. Quotations can be emailed or faxed through to you free of charge.

Business Server Solutions

We service everyone, from small to large organisations. We will supply stand alone and rack mount servers. With the quality of our equipment your business will be able to minimise the risk of data loss with quick backups, protect sensitive files and control who has access to them, share files, printers, contact lists and calendars and control printers, scanners and other accessories from one centralized location

User Solutions

We supply all major brands like HP, Dell, Mercer, Acer, Toshiba, Lenovo, Sony, Samsung, Asus, etc and the equipment includes the sale of:

- Notebooks / laptops
- Desktop computers
- Tablets

Printing Solutions

Redefine IT Solutions offers an extensive range of printer and Multifunctional devices for every organisation for most well known and reliable brand like Canon, HP, Samsung, Konica Minolta, etc.

Peripherals / Accessories

Basically any optional piece of computer hardware, keyboards, mice, game controllers, speakers, scanners, web cams, motherboard, power supply, Monitors, disk storage, display adapter, network card, Scanners, UPS, Routers, Modems and External Hard Drives all from reputable manufacturers are available in our store.

Consumables

Branded products from globally-trusted companies such as Canon, Epson, Hewlett-Packard, Lexmark, Verbatim and Samsung, Paper and Office products are all available in stock.

6. MANAGEMENT & SENIOR EMPLOYEE STRUCTURE

a. Management

Oasca Chauraya

[osca@redefineit.co.za]

Chartered Institute of Secretaries and Higher National Diploma in Accounting holder brings his vast experience in business management and sales of over 9 years of retail experience into the business. He has served in companies including Budget Car Rental, Shell Petroleum, Jammin Clothing, Redstep Investments, 24/7 Security and Gubevu Security Group.

Tina Mantashe

[tina@redefineit.co.za]

A holder of Diploma in Information Technology majoring in software development brings her 3 years experience of managing and maintaining Microsoft windows servers into the business. Qualified developer of websites on a variety of platforms including Note pad ++, VB.Net, C#, HTML and PHP

Patience Chauraya

[patie@redefineit.co.za]

BSc Accounting Science holder and Higher National Diploma in Computer Studies, brings her 11 years experience, 4 years in distribution from Junk Mail Distributors, 2 years in Marketing from Fawkes Management Consulting and 4 years as an Accountant from Development Alternatives Inc. Group

Patridge Tembo

[support@redefineit.co.za]

An accredited Compaq Technician with over 10 years experience in Microsoft and UNIX systems configuration and support. He holds SCO Open Server Unix certificate, National Certificate in Electronic Servicing, Master Advanced Certified Engineer (Master ACE), Microsoft Certified Systems Engineer (MSCE) and a full member of the Computer society of South Africa.

7. Accountants & Professionals Advisors

Redefine Accounting Services – Is a consulting company offering specialised services to SMEs with business setups, Bookkeeping, Tax advisory & financial advisory services.

8. Some of Our Clientele

Petroleum Industry

- Skhulwana Motors (Shell Glenwood)
- Boksburg Motors (Shell Boksburg)
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Electrical, Engineering and Construction

- Martin Jones Technowarehouse
- The Eye Trading & Projects
- Sagiya Construction

Service Industry

- Gubevu Security Group
- Yamaphela Pest Control Services
- Thami Projects
- Thami Mshengu Services
- Shere M Investments
- Youth Chamber of Commerce and Industries SA
- Lux Auto (Vehicle Reseller)
- Bestlife Church
- Great Designz and Electronics
- Delphitech
- Redstep Clothing Shop
- Behind Green Leaves
- Thalabodiba Events Management
- Polomakgwasho Supplies & Logistics

