

# RADIX SOLUTIONS

## CORPORATE PROFILE

... connecting your vision and strategy to  
achievable objectives

**RADIX**<sup>®</sup>

ACCELERATE YOUR BUSINESS



# TRANSPARENCY



## Message from the office of our Founder and Group Chief Executive Officer – Gert Labuschagne



Market research of companies using the cloud showed that a “lack of expertise and resources” was a major hurdle to achieve their business goals.

Business leaders have begun to look at the global IT community as they struggle to gain the scalability and flexibility that technology needs to provide to achieve their business goals.

A significant gap emerged globally: “Too few skilled people, capable of implementing new technology at the speed at which industries were growing.”

This gap forced leaders to review innovative ways of operating, particularly in terms of forming strategic alliances and partnership with companies capable of assisting in technology management.

New innovative communication, cloud platforms, Internet of Things and advanced Cyber Security emerged which further exposed a company’s ability to execute operations successfully.

So Radix Solutions was born and set out by providing performance improvement with a simple vision of ‘building strong and trusted relationships’, and aligned with Microsoft as its primary networking partner.

This alignment allows us to build on the cornerstones of our strategy, ‘offering a world class customer experience’ and ‘investing in our people and culture’.

Our customers, however, do not view us as a typical service provider. We build strong and trusted relationships by integrating closely with our customers as an extended member of their business.

Our excellent client facing skills and trusted consulting services help customers to define and execute their enterprise vision and translate their strategy into achievable objectives.

All of these are achieved because of our peoples commitment to the business. It is what people choose to deliver to our customers and to each other that makes us who we are as a company.

It starts with what we all agree on as our Vision, Mission and Values - all of which were created by our people.

Best wishes



# VISION & MISSION



## Who Are We And What Do We Stand For?

### Our Vision is

“To position Radix Solutions as the leading managed services provider, specialising in technology to help our customers to achieve their business goals.

### Our Mission is

“To provide dynamic and innovative professional technology solutions and services, which enable our customers to excel in operational effectiveness while enriching the lives of all stakeholders and having fun.”

### Our Values Are:

#### Commitment

We pride ourselves in being open, transparent, honest, fair and inclusive in all our relationships both internally and externally. We accept and learn from constructive criticism in order to enhance our own personal and professional development. We keep commitments made to colleagues, peers and customers.

#### Integrity

We are committed to investing in the future of our customers, people and society. We are committed to leaving a legacy of being the best partner to our customers enriching them through success. We are committed to building a continually stronger and successful organisation by growing and empowering our people.

#### Innovation

We deliver unique and evolving technology adapted to satisfying the needs of each customer, providing a groundbreaking example for others to follow. Our people are empowered to innovate at all levels by providing ideas and suggestions into the business. These ideas are listened to and supported by management, who assist in driving these company innovations forward.

#### Communication

We subscribe to the principle of “seek first to understand then to be understood”. We regard transparent, respectful and honest communication as key cornerstones of our business. Through this communication we continue to remove barriers, and encourage constant interaction, even when those conversations can be difficult.



# PRODUCT MAP



## What We Do

Radix Solutions is a Managed Services Provider, specialising in technology with complementary capabilities in Cloud Services, Managed Services, Development and Consulting to help our customers to achieve their business goals.



- **Managed Cloud:** Connect to the cloud of your choice and we will manage it for you.
  - Private cloud operations
  - Public cloud operations
  - Hybrid cloud operations
  - Multi-cloud operations
  - Virtual Private Server hosting
  - Dedicated Servers
- **Managed Support:** Deploy and support your solutions effectively and efficiently
  - Call Centre
  - Service Desk
  - Full Service Support
  - Remote Support
  - Scheduled Visits
  - Reactive Support
  - Service Management
- **Digital Transformation:** Reimagining how you operate and deliver value to customers.
  - IT Transformation
  - Workforce Transformation
  - Security Transformation
- **Digital Workplace:** Enhance your mobility experience that drives your business goals.
  - Consulting
  - Virtualisation
  - Collaboration
  - Mobility
- **Email Hosting:** Connect, collaborate and communicate with a wide choice of productivity solutions.
  - Office 365
  - Exchange Hybrid
  - Focused Support
  - Security Services
  - Mobile Device Management
- **Website Hosting:** Put the expertise to work in your solution to support compliance requirements.
  - Web Hosting
  - Business Hosting
  - WordPress Hosting
  - WordPress Focussed Support
  - Domain Services
  - SSL Certificates
  - Website Security
  - Website Backup
- **Creative Identity:** Building brands and making your brand stand out from other brands.
  - Strategy
  - Corporate Design
  - Branding
  - Digital Media
  - Expo's & Events
  - Media
- **Web Development:** Customised web development that supports your marketing strategy.
  - Consulting
  - UX and design
  - SEO & Analytics
  - Social Media integration



# OPERATIONS SUMMARY



## Our Proposition

Radix Solutions is at the forefront in developing strategic alliances with customers to transform technology performance in the operational execution of IT business objectives.

Through the development of a world class methodology, supported and enabled by people and systems. We implement measurable, sustainable performance improvements within agreed business objectives.

## What we deliver

Our service deliver solutions that provide the scalability and flexibility that technology needs to provide to achieve our customers business goals.

Radix Solutions has developed scalable and standardised operational processes, and obtained world class international products, which assist in achieving sustainable technology operational performance improvement.

Radix Solutions provides the vital link between IT strategy and the delivery of business results.

## How we get from 'start' to 'sustainable added value'

Working with the customer's business, we assist the business units where the possible technology challenge is occurring or where the improved s Methodology.

Our Cumulus Methodology sets out how Radix Solutions Services and sales should engage with customers and then deliver the resulting projects.

The objective of our methodology is to set out a standardized approach, based on best practice, that guides us to deliver high quality services in a consistent way. Managing the associated risks, leading to increased customer satisfaction.

While technology lies at the heart of our services, we believe true business value is achieved through people – yours and ours. We bring passion, skills and technology to each relationship.

Our engagement always includes a detailed Balanced Score Card. We agree contract deliverables, aligned to the customers strategic objectives.

## We track

Our Leading (process) indicators which align the IT functional areas within the key business metrics and strategy of the organization. And our Lagging (outcome) indicators which align the IT functional areas with the key daily operational deliverables.

Consulting	Infrastructure Provider		Strategic Partner	
<b>Strategise</b> Identify Business Value  Analyse Identify Design	<b>Implement</b> Plan Deployment  Initiate Deploy Accept	<b>Maintain</b> Monitor and Support  Involve Define Maintain	<b>Manage</b> Full Lifecycle Strategy  Service Delivery (Service Levels, Availability, Capacity)  Process Management (Change, Problem, Incident and Config Management)	<b>Evolve</b> Continuous Improvement  Review Evaluate Educate
Justify Investment	Manage Risk	Optimise Costs	Maximise Return	Innovation

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# Thank-You

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