Company Profile

Tshwane Computer Solutions
Your Complete IT and AV Solution Provider

TCS Business Model

Please see Company profile for more details
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Introduction to TCS

Establishment and Overview

Tshwane Computer Solutions or TCS (for short) was registered on the 15/08/2001. TCS is an IT and AV driven business specializing in solutions, the supply and support of computer equipment, software, cabling and other IT and AV related functions. These functions and solutions are designed specifically to help clients with the management and maintenance of their IT and AV related functions and equipment. TCS assist clients with the implementation and planning of new projects and help to design the best solutions for the clients needs.

One of the main factors contributing to the loss of money is the lack of proper planning. This as an integral part of any business and the management of equipment can be very expensive if not done properly. Our main function is to ensure the best solution to help clients manage and maintain their TCO (Total Cost of Ownership). This means, “What the equipment costs, from date of purchase, till the day it is written of”. Some companies believe in buying goods at the lowest possible price, but tent to ignore or forget the hidden cost that is still to come.

Our History

For the past 10 years TCS has build up an extensive network of suppliers and business partners. These partners like Intel Corporation, Microsoft, M-Web, Sony, Mitsubishi, HP and many more, assist TCS with support on their products. TCS must undergo extensive training at each of these partners every year. These training sessions are compulsory for all business partners to maintain their partnership with these vendors and distributors. Training sessions like these also allow TCS to be informed and trained on the latest technology available and new developments to come.

Our Vision

To be known as a leader in the supply and support of IT and AV equipment, the selling of solutions and the development of further businesses for our client. TCS is truly your complete IT and AV solutions provider.

Our Mission

To provide end-to-end solutions at the most cost effective way available in the industry today. To help define client business processes and prioritize IT and AV related infrastructure within business divisions.

Our Values

We believe in Integrity, Honesty, Quality and Commitment to our clients. After all, the biggest asset of any business lies in their clients and people.

We also believe that any successful transaction consist of a view crucial elements. “Service, Quality of Products and Price”.
Our Services and Products

TCS incorporates a variety of products and services. Our business has been structured in such a way, to allow TCS the ability to distribute and support on a national level. TCS also makes use of its business partners for support, training and supply. Please see next page for a more detailed description.

- Acer Authorized Reseller and Educational Partner (Acer Educational Center)
- Intel® Channel Partner Registered Member (Since 1997 on CPV) Business ID: 15351
- Channel Trademark & License Agreement – Member (Intel)
- EMEA Technology Provider (Intel)
- Microsoft Channel Partner
- Lenovo Business Partner
- HP Teleweb Partner
- Seagate Partner
- M-Web Golden Business Partner
- Reading Excellence (Technical Solution Provider)
- Vasra-Tech (Reseller of SMART products)
- Mitsubishi (Reseller for Mitsubishi Projectors)
- Symantec Partner
- Participate (Authorized Participate Reseller)

Audiovisual Equipment and SLA’s

Product and Categories

**Videoconferencing Equipment**

- Desktop Systems
- Multipoint Bridging Units
- Roll-About and Portable Systems
- Room and Group Systems
- LAN, ISDN, Wireless LAN Systems
- Integrated Systems (Auditorium, Boardroom, etc)

**Digital Signage**

- Control and Distribution
- Displays
- Source Elements
- Hardware
- Players
- Software

**Visual**

- Front and Rear Screen Projection.
- Data/video Projectors
- Customized Motorized, Pan/Tilt and Telescopic Brackets
- Video Walls
- Plasma Screens
- LCD Monitors
- LED Boards
- Overhead Projectors
- Projector Lamps
- Projector Lenses, Mirrors and Projectionist Accessories
**Sound Products**

- Conferencing Systems
- Digital Audio Loggers (Recorders)
- Echo Cancellers
- Amplifiers and Mixers
- Microphones
- Microphones - Wireless
- Paging Systems, Background Music, Evacuation and Telephone Systems
- Receivers and Tuners
- Speakers
- Sound Distribution Systems
- Sound Re-enforcement Systems
- Top-end Home Theatre Systems

**Presentation and Training Aids**

- Learning Labs and Response Systems

**Rich Media Recorders**

- Rack mount Recorder
- Portable Recorders
- Server/Streaming Software

**Signal Management and Processing**

- Audio
- Video
- Computer
- Distribution Amplifiers
- Routing and Matrix Switchers
- Switchers
- Video

**IP Surveillance**

- Network Cameras
- Network Storage
- Access Control
- Monitoring

**Broadcasting**

- Software
- Hardware

**Software Development**

All software development is done on Microsoft platform. This allows for integration on existing and new platforms. The following products are used:

- MS-Visual Basic / VB.Net / MS-Visual Studio
- MS-Access
- MS-Visual C++
- MS-Visual J++ / Java
- MS-FrontPage / MS-Expression Web
- C / C++
- .NET Framework
Programmers are also available for in-house and onsite development

**Hardware Supply and Support**

All equipment is sold with the OEM (Original Equipment Manufacturer) warranty.

- Acer Desktops and Notebooks
- Intel (3 Year Hardware Warranty) Desktop and Server
- HP / Compaq
- Sony
- IBM
- Axiz Desktop (3 Year on-site)
- Mecer
- A-Open
- LG
- Other

Extended warranties can be bought from OEM's

**Software Supply and Support**

All software is supported by TCS and the respective vendors

- Microsoft
- Novell
- Linux
- Adobe
- Corel
- Symantec
- Other (All available in South Africa)

TCS will assist clients with licensing, renewal and upgrades of software products. Training also available

**Repair and Service Centre**

All equipment repaired or upgraded carries a workshop warranty.

- PC Repairs
- PC Upgrades
- Server Repairs
- Sever Upgrades
- Printer Services
- Printer Repairs
- Onsite Repairs and SLA's
- General Repairs and Upgrades of other equipment (UPS’s, Network Equipment …)

Standby units also available on request.

**Networking and SLA's (Service Level Agreements)**

Implementations done on international standards. (Molex, Motab, Crone …)

- Network Troubleshooting and Implementations
- Supply of Network equipment and Infrastructure
- Cabling and Wireless Infrastructure
- LAN and WAN Implementations (National)
• Onsite Support and Training
• Server Solution (Hardware and Software Implementations)
• Backup Solutions (Disaster Recovery, Backup Equipment …)

All installations are certified on completion.

**IT Training**

Training done by fully qualified personnel

• VIP
• Brilliant Accounting
• Pastel Accounting
• Acc-Pacc
• Microsoft Certification
• A+ Hardware and Software Complete (Technical)
• N+ Networking (Technical)
• Onsite training available on request

**Printers and Consumables**

All equipment is sold with the OEM (Original Equipment Manufacturer) warranty.

• Seikosia
• Lexmark
• Canon
• Panasonic
• Brother
• Epson
• HP

Consumables available for each make or brand.

**Internet Solutions (M-Web Business partner)**

TCS is a M-Web business partner and can cover a full and comprehensive solution from web hosting to secure networking and VPN’s.

• Server hosting with M-Web
• Automated Backup Solutions
• Dialup / ADSL / Diginet / I-Burst / Wireless
• Web hosting
• Web development
• E-Commerce solutions
• 24 Hour tech support

**Reading Excellence**

TCS is responsible for all installations and tech support for “Reading Excellence”.

• Technical Support
• All Installations on National Level
Participate (Clicker)

TCS is an authorized Participate Reseller

- Clicker

Business Process

TCS has spent a lot of time in developing its business process to allow for the proper management, control and support of its infrastructure. These functions consist of three parts.

- Solution Elements
- Call and Support Centre
- Support Model

Solution Elements (Delivery Model)

TCS undertakes to deliver all goods ordered to the client ASAP, depending on availability and quantities. This is because some goods are directly imported. The equipment will be properly packed and sealed for shipment where by all delivery cost will be included in the initial price quoted by TCS. The client will be responsible for unpacking of all good and the setting up they’re off unless otherwise required. All units are pre-configured and will be ready for use by the clients. If TCS is responsible for the installation of equipment, it must be coordinated with the appropriate account manager at TCS head office.

Scheduled meetings will be held between the client and TCS to ensure quality control. Any party reserves the right to request a meeting if so required.

In the case of serious problems / shortcomings, the OEM will be requested to attend and assist with problems.

Call and Support Centre

It remains the responsibility of the client to communicate any problems whatsoever to the TCS helpdesk head office, Pretoria (See section on “Contact Information”).

Telephonic support will be available to any client that makes use of our products and services. The cost for the helpdesk support will be determined by the type of transaction done with the client and this will be predetermined and clarified with the client beforehand.

All goods received from the client whereby information is involved (PC’s with user data), will be strictly confidential. PS (It is strongly recommended that regular backups be done by the client).

Support Model

TCS believes in having proper support models in place. It allows for proper management of goods sold to clients and asset tracking for warranty purposes. We believe that the components of “After sale service and Warranties” are as important as the initial sale itself.

A system was developed to control and manage all hard and software sold by TCS. This system was developed on a Microsoft platform to ensure universal integration on existing platforms and systems.

The management system has a complete tracking facility build in for easy use by means of barcode labels, which are then labelled on to the components or items. These labels are printed with two values. A random number in barcode format and numeric value (number) for user purposes. This allows the user to be able to read the number on the label and use a barcode scanner for easy input on to their stock control system.
This number is used to track and control all historical information of a specific item. This number would also be used to identify the item for warranty purposes to the client and us. In the event of a fault been reported to the helpdesk, the client would quote this number. This number will then be linked to the initial invoice for easy tracking and support. The client will then be issued a job card number and this number would be used as a reference for all related queries regarding this item.

This number must **not** be removed from the item. It lives and dies with the item. If the item must be replaced or swapped by the manufacturer, a new number for the replacement item would be issued and used for future reference.

**TCS Delivery Model**
Registrations, Associations and Accreditations

TCS has built up an extensive network of business partners over these past 10 years. These partners bring great value to TCS because of their extensive access to products, resources, and support.

- Acer Authorized Reseller and Educational Partner (Acer Educational Center)
- Intel® Channel Partner Registered Member (Since 1997 on CPV) Business ID: 15351
- Channel Trademark & License Agreement – Member (Intel)
- EMEA Technology Provider (Intel)
- Microsoft Channel Partner
- Lenovo Business Partner
- HP Teleweb Partner
- Seagate Partner
- M-Web Golden Business Partner
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- Mitsubishi (Reseller for Mitsubishi Projectors)
- Symantec Partner
- Participate (Authorized Participate Reseller)

Shareholding and Membership

<table>
<thead>
<tr>
<th>Designation</th>
<th>Citizenship</th>
<th>% Equity Ownership</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lawrence Madonsela (Managing Member)</td>
<td>South African</td>
<td>50 %</td>
</tr>
<tr>
<td>Marius Cilliers (Member)</td>
<td>South African</td>
<td>25 %</td>
</tr>
<tr>
<td>Anthony van Loggenberg (Member)</td>
<td>South African</td>
<td>25 %</td>
</tr>
</tbody>
</table>

Client Base and References

- DEPARTMENT OF AGRICULTURE
- DEPARTMENT OF TRANSPORT
- NATIONAL INTELLIGENCE SERVICES (NIA)
- NAPTOSA
- UNIVERSITY OF PRETORIA (AV ONLY)
- UNISA (AV ONLY)
- TSHWANE NORTH COLLEGE PRETORIA MAIN CAMPUS
- TSHWANE NORTH COLLEGE MAMELODI CAMPUS
- TSHWANE NORTH COLLEGE SOSHANGUVE CAMPUS
- TSHWANE NORTH COLLEGE CENTRAL OFFICE CAMPUS
- TSHWANE SOUTH COLLEGE FOR FET CENTURION CAMPUS
- TSHWANE SOUTH COLLEGE FOR FET ATTERIDGEVILLE CAMPUS
- TSHWANE SOUTH COLLEGE FOR FET PTA WEST CAMPUS
- TSHWANE UNIV. OF TECHNOLOGY SOSHANGUVE CAMPUS
- TSHWANE UNIV. OF TECHNOLOGY WITBANK CAMPUS
- TSHWANE UNIV. OF TECHNOLOGY ARCADIOA CAMPUS
- TSHWANE UNIV. OF TECHNOLOGY ARTS CAMPUS
- TSHWANE UNIV. OF TECHNOLOGY MAIN CAMPUS
- TSHWANE UNIV. OF TECHNOLOGY POLOKWANE CAMPUS
- TSHWANE UNIV. OF TECHNOLOGY NELSPRIUT CAMPUS
- WATERBERG FET COLLEGE (ALL 6 CAMPUSES)
- SAPS (VERUIOS BRANCHES)
- SANDF (VERUIS UNITS)
- CROSS BORDER
- S G LOURENCE NURSING SCHOOL

And many more not listed …