

# Enterprise Applications

A circular icon with a green border containing the text "Reduce risk" in orange.

## Reduce risk

**Reduce risk:** Recognise and manage people, process and technology risks to acceptable levels and at predictable costs.

A circular icon with a green border containing the text "Management & control" in orange.

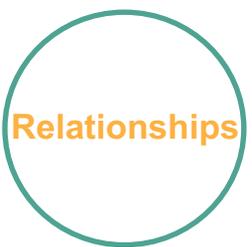
## Management & control

**Management & control:** Support informed business management using consistent, consolidated, reporting across functions and departments.

A circular icon with a green border containing the text "Efficiencies" in orange.

## Efficiencies

**Efficiencies:** Save time and money by standardising applications and integrating business processes.

A circular icon with a green border containing the text "Relationships" in orange.

## Relationships

**Relationships:** Optimise internal applications to deliver a greater customer experience and build stronger customer and partner relationships.

A circular icon with a green border containing the text "Growth" in orange.

## Growth

**Growth:** Support business growth, organic or acquisitive, seamlessly through integration and automation.





**Enterprise applications drive the way that we do business and link the enterprise with suppliers, partners and customers. Customers are looking to optimise their systems both for internal use and to enhance their customers' experience.**

**Introduction to enterprise applications**

Over years of adopting latest technologies, businesses often end up with a number of disparate applications and systems in place that result in a complex environment that is difficult to manage and poses high levels of business risk. Multiple functions, business processes and critical applications are required to keep an organisation up and running at all times. These need the right level of engineering, integration, maintenance and support to operate effectively.

The Datacentrix Business Applications division delivers effective risk management, business efficiencies and improved processes through its enterprise application services. Our focus involves:

- **Risk management:** Supporting customers in recognising and managing risks and costs in the associated categories of people, processes and technologies; and
- **Process automation:** Empowering customers to achieve growth from their existing operations, or to upscale their operations, using business process automation.

Our enterprise applications services deliver a single management view of an organisation's customers, processes and business partners.

**Business process automation, integration and monitoring and control**

Our specialised enterprise applications team helps customers to future-proof their business, while freeing up management's time to focus on their core business. The team's in-depth domain expertise enables informed business management and growth through solutions that automate; integrate; and monitor and control business processes. These solutions allow internal and external customers the ability to engage with the business through preferred channels.

Datacentrix uses technology to enhance the effectiveness and efficiencies in business processes, helping customers to achieve agility in an ever-changing technology landscape;

manage resources, increase productivity, reduce operational costs, eliminate waste and duplication, and give the right people access to critical information to make a difference in their area of work.

**The right blend of enterprise applications**

Enterprise application software is designed to integrate computer systems that run all phases of a business' operations. These applications facilitate the co-operation and co-ordination of work across the organisation. The key objective of enterprise application services is to integrate business processes, such as sales, accounting, finance, human resources, inventory and manufacturing. The ideal enterprise system could control all major business processes in real time (Gartner).

**Enterprise asset management (EAM):** The optimal lifecycle management of the physical assets of an organisation. It covers the design, construction, commissioning, operations, maintenance and decommissioning and replacement of plant, equipment and facilities such as: facilities equipment; plant equipment, fleets, factory machinery; furniture and fittings; specialised tools; health and safety assets; appliances; and ICT assets.

**Customer relationship management (CRM):** An approach to managing a company's interaction with current and future customers. It often assists with organising, automating and synchronising sales, marketing, customer service and technical support.

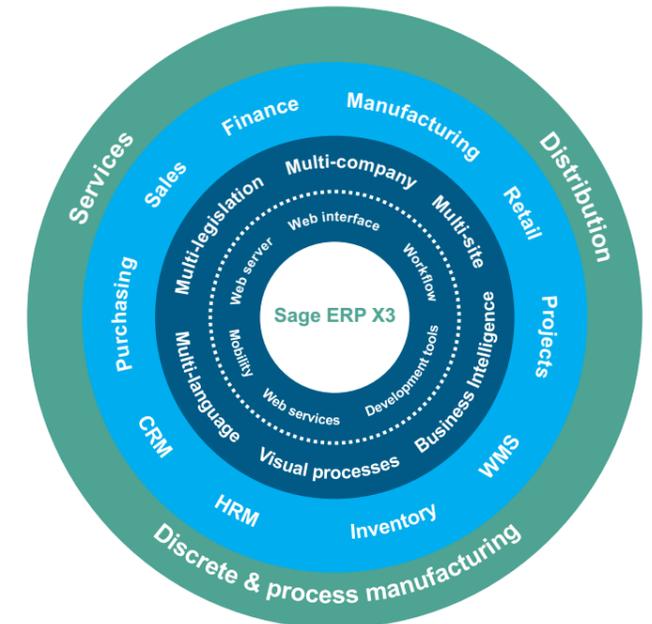


**Enterprise resource planning (ERP):** ERP allows organisations to use a system of integrated applications to manage the business and to automate many back office functions that are related to technology, services and human resources. ERP provides business benefits including:

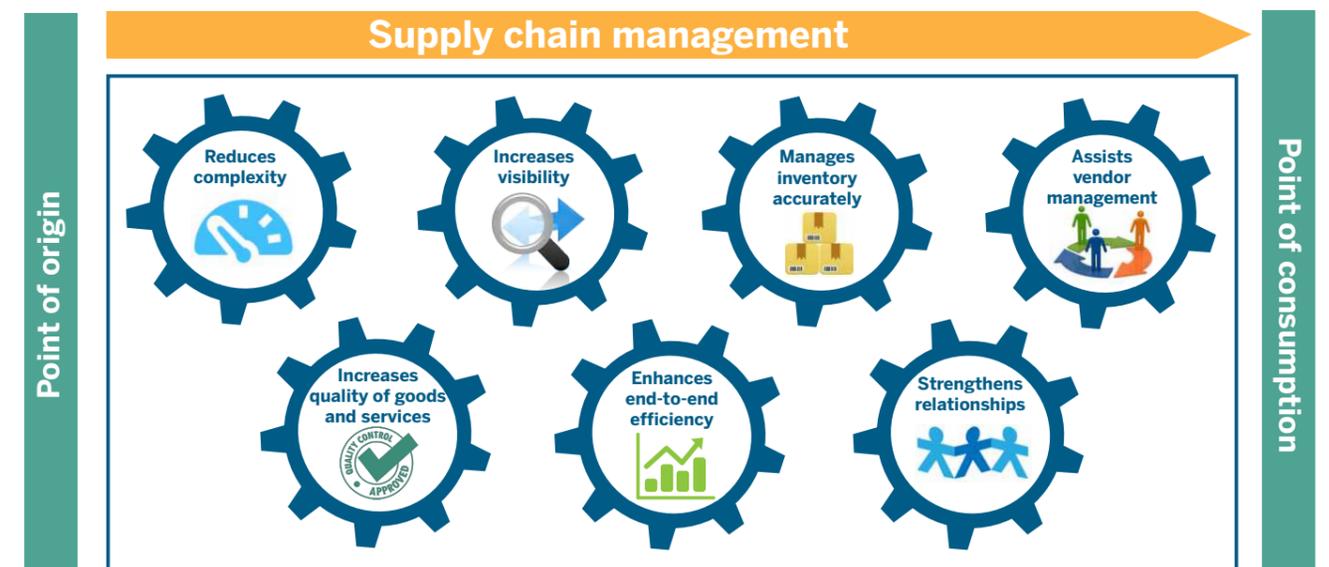
- Integrated business operations and processes;
- Improved process efficiencies;
- Increased visibility of business activities;
- A single version of the truth;
- Rapid return on investment; and
- Tighter control of operating costs.

**Supply chain management (SCM):** The management of the flow of goods and services. It includes the movement and storage of raw materials, work-in-process inventory, and finished goods from point of origin to point of consumption. SCM:

- Reduces complexity and increases predictability in the supply chain;
- Increases visibility of the flow of goods and services using end-to-end integration;
- Manages stock on hand, vendor managed inventory and consignment inventory accurately;
- Assists vendor management and reduces the number of vendors;
- Increases the quality of goods and services procured;
- Enhances end-to-end efficiency from vendor to customer; and
- Strengthens relationships with suppliers and partners.



**eCommerce:** Enables trading in products or services using electronic channels. eCommerce draws on technologies such as mobile commerce, electronic funds transfer, supply chain management, Internet marketing, online transaction processing, EDI, inventory management systems and automated data collection systems.



## The value of enterprise application services

No matter what industry you are in, Datacentrix empowers you to manage your business, achieve business growth and deliver customer satisfaction.

- **Strategic partnerships:** Our strategic partnerships with global technology leaders in enterprise software applications help to deliver best-fit solutions and proven technologies to our customers across multiple industries.
- **Easy engagement model:** Our hands-on approach ensures complete understanding of the business objectives, pain points and the best solutions to address these effectively for the long term.
- **Risk assessment:** We help customers gain perspective on the costs; and the people, process and technology risks that the current environment poses.
- **Best practice experience:** Our specialised team of certified experts in various domains and technologies engineer and implement comprehensive solutions that comply with the highest industry standards and conform to best practice.
- **Modernisation:** At Datacentrix, we future proof your enterprise application environment by offering end-to-end implementation, testing and support services.
- **Support services:** Our expertise enhances your time and cost efficiencies by taking advantage of our world class support services and service management.
- **Mobility:** Our enterprise application services ensure that the right information is available any time from your preferred device.

## Technology partners



### About Datacentrix

Datacentrix is a complete ICT systems integrator, providing solutions and services across the full information value chain to its customers. The company uses leading technologies to drive customer business strategies, unlocking efficiencies and empowering meaningful business insight.

Our most valuable assets are captured in the minds and spirit of our people. Every person at Datacentrix is a critical part of our service delivery model and our strategy for generating sustainable value for our customers and stakeholders.

We value partnerships and go the distance to establish trusting, lasting customer and stakeholder relations. Our longstanding affiliations and accreditations with our technology partners enable direct access to technology using the shortest channels.

It's our passion for excellence that drives our innovative and flexible solution design. Datacentrix' value-driven strategy and proven execution capability reinforce its position as one of the top ICT players in the local market.

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