

As architects of change

We help our customers

deliver sustainable

business outcomes that matter



Corporate Profile

We are Architects of Change. We help organisations succeed in a digital-first world.

At Logicalis, we harness our collective technology expertise to help our clients build a blueprint for success, so they can deliver sustainable outcomes that matter. Our lifecycle services across cloud, connectivity, collaboration and security are designed to help optimise operations, reduce risk and empower employees.

As a global technology service provider, we deliver next-generation digital managed services, to provide our clients with real-time visibility and actionable insights across the performance of their digital ecosystem including availability, user experience, security, economic performance, and sustainability.

What we do

At Logicalis, we consider ourselves as Architects of Change, dedicated to enabling organisations to thrive in a digital-first world. Leveraging our combined technological expertise, we partner with our clients to create a solid foundation for success, empowering them to achieve lasting and impactful results.

Global presence, local execution

Our lifecycle services across **Cloud**, **Connectivity**, **Collaboration** and **Security** are designed to provide the blueprint for success to help you:

Optimise Operations



Empower Employees



Reduce Risk





Facilities and Security

The Logicalis head office is situated in a secure business park located in Platteklouf, a suburb of Cape Town, in South Africa. Physical security, the control of potential access to systems being utilised by Logicalis' personnel, is controlled, and secured by three levels of security measures being:

- Business Park access control and security
- Building access control and security
- Workplace access control and security



Contact Information

- **Logicalis SA (Pty) Ltd** operates within the RSA providing products and services, ensuring a complete suite of services to support the full computing and communication needs of the customers: from the application in the server room, across the entire network, to the end user.
- **Logicalis SA (Pty) Ltd**
(Registration number: 2013/176644/07)

Major Centre Office Address:

Ground Floor, Bergzicht Building
Tygerberg Office Park
163 Uys Krige Drive
Platteklouf
Cape Town
South Africa

Ground Floor, Building 5
Grayston Office Park
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South Africa

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About Logicalis Group

We are Architects of Change™. We help organisations succeed in a **digital-first world**.

At Logicalis, we harness our collective technology expertise to help our clients build a blueprint for success, so they can deliver **sustainable outcomes that matter**.

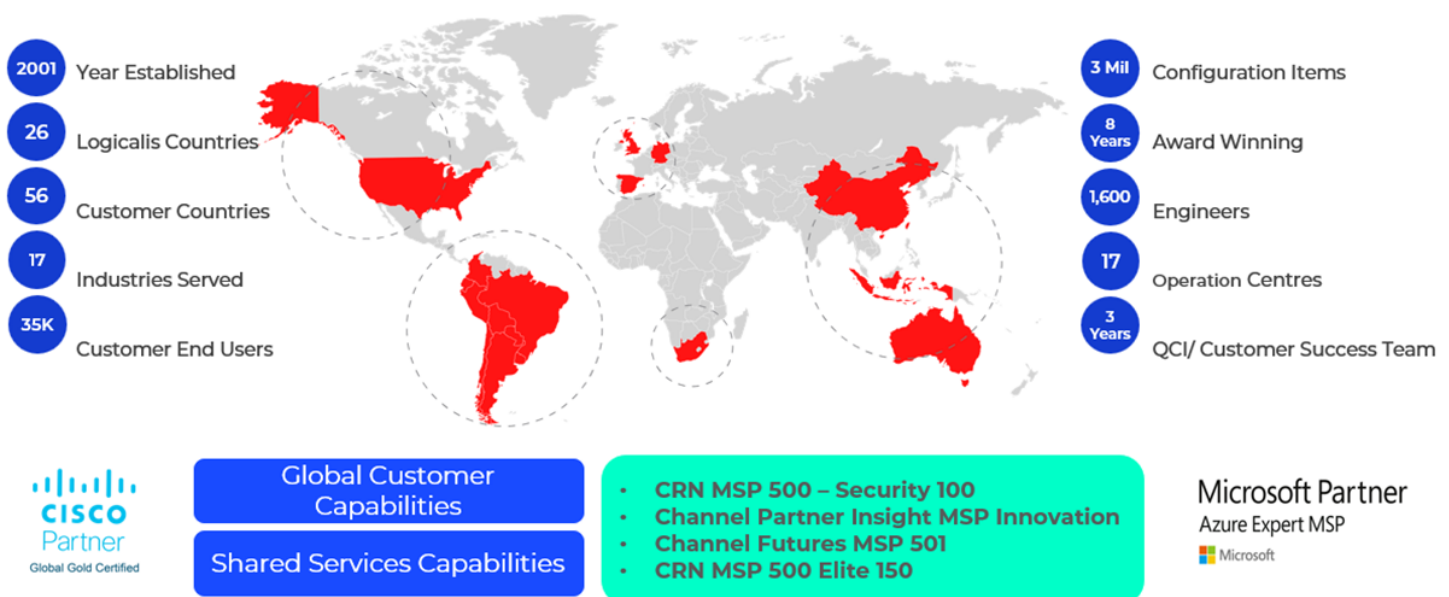
Our **lifecycle services** across **cloud, connectivity, collaboration, and security** are designed to help optimise operations, reduce risk, and empower employees.

As a global technology service provider, we deliver next-generation **digital managed services**, to provide our clients with real-time visibility and actionable insights across the performance of their digital ecosystem including **availability, user experience, security, economic performance, and sustainability**.

Our 7000+ 'Architects of Change' are based in **27 countries** around the globe, helping our 10,000+ customers across a range of industry sectors, create **sustainable outcomes through technology**.

Logicalis has annualised revenues of \$1.6 billion, from operations in Europe, North America, Latin America, Asia Pacific, and Africa. It is a division of **Datatec Limited**, listed on the Johannesburg Stock Exchange, with revenues of over \$4.6 billion.

A global view



Our offshore history

In 2017, Logicalis SA commenced offshore service delivery as an Internal Service Provider to its UK-based sister company. This offshore service delivery model was established to cater to the needs of multiple companies, and Logicalis SA successfully started providing services to over 40 managed service customers and more than 400 maintenance customers:

- Service Desk
- 24x7x365 Event Management
- Infrastructure Support
- OS & Application Support
- Network & IPT Support
- Reporting Services
- Offshore Project Delivery

Global services delivery





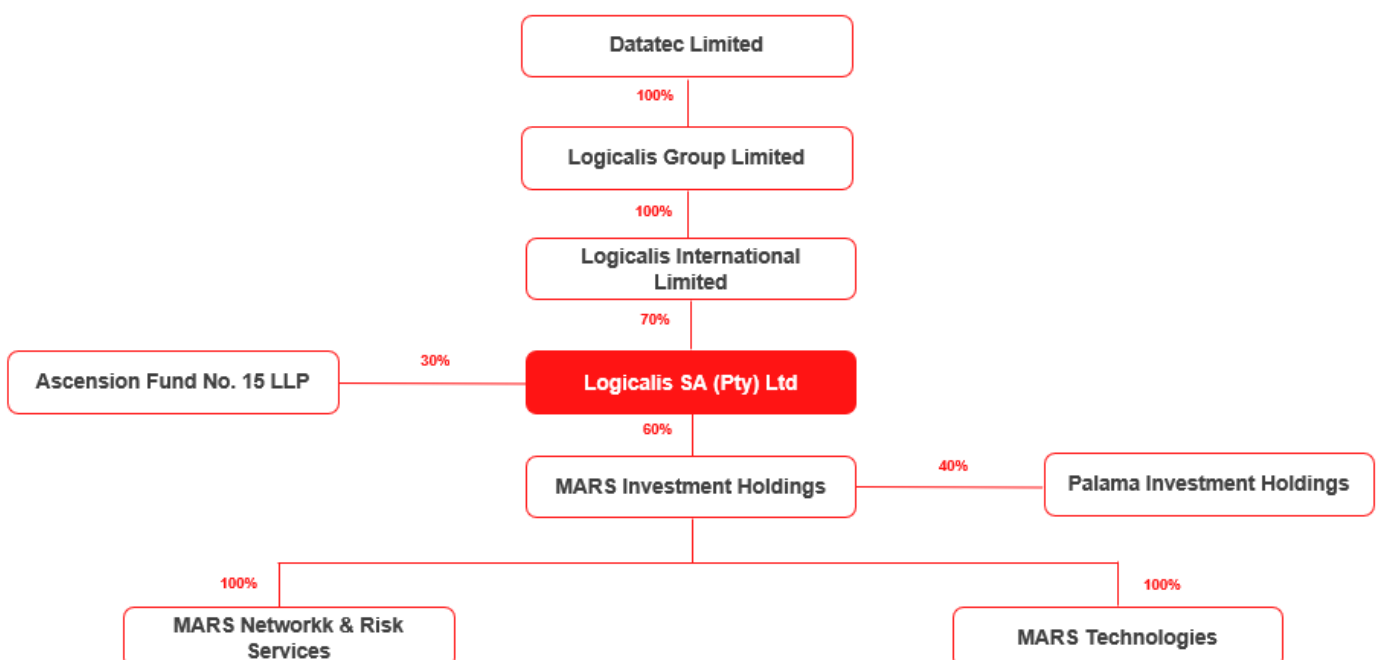
Logicalis South Africa snapshot

Logicalis SA is headquartered in Cape Town, South Africa. Together with our subsidiary, Mars Technologies, we employ over 375 staff and service 274 local clients. Logicalis SA also operates as a Centre of Excellence for Managed Services for the Logicalis Group by delivering offshore services to European and global clients.

In 2018, Logicalis acquired Clarotech Holdings, supplementing its Managed Services portfolio with VoIP skills, and strengthening its SME client base. Mars Technologies was acquired in 2019, further enhancing our skills base and South African footprint.

Our range of end-to-end technology-based solutions embracing infrastructure, service management and applications services represents our 'core' business. We tailor these solutions to customer demands to include end user management, infrastructure, and networks (data and voice) support, database managed services, applications management, and service desk services. Our solutions and services are delivered through either on-site support teams or remotely, using a well-defined and proven set of ITIL service management practices and methodologies.

A summarised corporate structure is presented below. Logicalis SA is a 70% subsidiary of Logicalis Group with is 100% owned by Datatec Limited. Logicalis Group structures in other countries are sister companies to Logicalis SA, also within the Datatec stable. We would be happy to share further details if required.



What do the numbers say?

Logicalis Group

FY23 Bookings (order intake)

\$2.6bn

Budget \$2.5bn

Total annuity revenue

37.2% GP

Budget 37.0%



Our local footprint

Regions:

Cape Town
Port Elizabeth
East London
Durban
Bloemfontein
Kimberley
Rustenburg
Polokwane
Nelspruit
Pretoria
Johannesburg





Our vision is simple

As 'Architects of Change', we design and deliver our customers' digital transformation by bringing together their vision with our industry knowledge and deep technological expertise.

Our company values are what support our vision, shape our culture and reflect what the company values most.



Innovation



Excellence



Integrity



Partnership



Empowerment

Innovation:

We champion an environment of honesty, transparency, fairness, and high moral standards.

Excellence:

We embrace change and creativity to deliver the best practical outcomes.

Integrity:

We strive to exceed expectations and be the best that we can be, while maintaining the highest level of quality.

Partnership:

We build strong relationships and alliances to achieve success for the long term.

Empowerment:

We encourage initiative and provide opportunity for our people.





Partners

Stronger partnerships
deliver better
outcomes



Strategic global partners



Microsoft

A leading partner in the Microsoft Cloud Partner Program

As a global Azure Expert MSP, we can accelerate your transformation journey.



We have a 20+ year strategic Cisco partnership.

We are world-leading Cisco integrators with ability to build seamless experiences for your customers and employees.

Key Local Partners – delivering success together



Our targeted solutions will help you design and build your transformation vision

Cloud

Reach the full potential of Cloud

Optimise performance and ROI with a foundation that delivers scalability, cost efficiencies and a blueprint for ongoing innovation.



Security

Accelerate with confidence

Take a modern approach to security by weaving it through your digital ecosystem.



Align with business

Align your cloud and business strategies, making sure your cloud model will support your goals.



Understand costs and risks

Upfront view of cloud costs and any potential risks.



Accelerate adoption

Accelerate adoption of hybrid or multi-cloud environments and quickly realise the benefits.



Manage risk

Ensure compliance and security to protect sensitive data across your cloud environments.



Balance risk and innovation

Ensure security is a business enabler.



Empower employees

Deliver a flexible, secure approach to the digital workplace.



Secure hybrid cloud

Ensure workloads and data are fully secure and compliant across public, private and hybrid cloud.



Lean on automation

Access speed and scale of resolution.

Connectivity

A smarter network helps you thrive

Adapt to changing business needs with a scalable secure network.



Workplace

The future of work is changing

Organisations need to balance productivity with empowerment in the new world of work.



Driving agility

Adapt to changing business needs.



Hybrid working

Enable secure remote working.



Enhance productivity

Optimise digital performance and user-experience.



Gain insights

Real-time visibility into application and network performance.



Balance productivity

Success requires a balance between productivity and employee well being.



Collaborate effectively

Collaboration that inspires real-time productivity and teamwork.



Retain talent

Communicate a culture that connect your people to your purpose.



Improve employee experience

Communication that connect your people to your purpose.



Managed Services is 100% part of our DNA

Logicalis SA is a Global **Centre of Excellence** for **Managed Services** in the Logicalis Group of Companies. This means that some of our worldwide services are offshored to South Africa and delivered by our ITIL and ISO certified services centre of excellence locally. We bring global revenue into the South African fiscus and utilize these funds to generate jobs and develop local capability in South Africa for the technologies we support.

Our **technical towers** in our operations teams are some of the best resources in the industry servicing both global and local customers. With these resources in South Africa, we pride ourselves in our personal touch and the ability to work with our customers in-country.

We remain committed to understand our place in the **IT value chain**, aligning strategically to vendor partners that have the strongest market propositions. We are continually expanding our partnership ecosystem with vendors and core partners. consistently **deliver the best solutions** to our clients locally and globally.

Managed and Support Services

We take contractual responsibility for the management of our customers' IT infrastructures, to reduce their costs and improve service levels. We also provide support services such as installation and maintenance of end user devices, data centres and networks, IP Telephony, end user service-desk and disaster recovery.

Consulting and Integration

We provide professional services, including integration and project management expertise, and expert advice across a range of platforms and technologies. We cover all key areas of the IT infrastructure, from end user devices to the data centre.

Supply Chain Services

We source, configure, and deploy hardware and software from a wide portfolio of leading vendors. We also provide procurement consulting, software licence management, technology disposal and asset management services.



Managed Employee
Collaboration



Managed
Intelligent Connectivity



Managed Production
Ready Cloud



Managed Secure
OnMesh



Our lifecycle services across cloud, connectivity, collaboration, and security are designed to provide the blueprint for success.

Having built an **innovation** hub in Logicalis SA for the delivery of these offshore and local services in South Africa, we are able to assemble technical towers, service models and operational structures that embrace **the new way of doing business** in a digital ready market.

With no legacy deficit or historic investment to recover, Logicalis SA can ensure that the services we provide in South Africa truly embrace **Digitisation and the Digital Transformation** of our customers.

In the **Digital Era**, organisations use technology to transform how they interact with their citizens, how they provide services, how their employees work and make decisions and how they **optimise** their teams and organisations.

Digital transformation requires a **cultural shift** and Logicalis SA assists customers locally and globally to achieve and embrace the next wave of **digitalisation**.



Logicalis offers a wide portfolio of services to help our customers deploy and optimise the IT solutions we provide.

- **Consulting:** We have a consulting team that helps align business objectives to IT solutions.
- **Strategy:** Our consultants can work with your IT teams to develop an overall IT strategy. Part of the process often involves workshops with key stakeholders and Logicalis Subject Matter Experts to actively work together to develop a plan and roadmap.
- **Technology:** We have many industry-recognised architects that are happy to collaborate with you and your team to define the right technology for your specific situation.
- **Professional Services:** Our services professionals bring a wealth of technical and industry experience to the solutions that they install and optimize.
- **Managed Services:** We offer Managed Services solutions in our datacenter, your datacenter, public cloud, private cloud or a hybrid model.
- **End User:** Locally based help desk for end user support

As an invested technology partner Logicalis engages with customers from pre-sales, solution design, commercial models, order processing and logistics. We remain committed to understand our place in the IT value chain, aligning strategically to vendor partners that have the strongest market propositions that support our customers' vision.

Global and local expertise across industries

Priority Industries



FMCG



Financial
Services



Government



Hospitality
& Gaming



Manufacturing



Mining

We are proud to be the partner of choice for many successful South African and international organisations across industry segments. Some of our valued customers include:



Total outsource plus
Azure migrations
and support.



Total IT Infrastructure
Outsource

ULTRALIQUORS



Unified comms, hosted
PBX, connectivity,
security services.



Cisco and Hitachi H/W



Cisco H/W, SOC Sentinel
Services, Cyber Security
of Choice



Unified Comms, Hosted
PBX



Managed Outsource,
SIAM



Hitachi/Oracle products
partner



Azure Migration and
Support partner



Unified Comms, Network,
security



Unified Comms, Virtual
Call Centre



Azure Migration Partner,
MS CSP



Navigate an ever-evolving market and turn
uncertainty into success.
Get in touch with us today.

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LOGICALIS
Architects of Change
MEMBER OF THE DATATEC GROUP

