

The logo consists of the letters 'E', 'O', and 'H' in a bold, dark blue, sans-serif font. The letter 'O' is the central focus and is flanked by two red triangles pointing towards it. A third red triangle is positioned above the top of the 'O', pointing downwards. The overall composition is balanced and modern.

**EOH**

**Systems** make it possible...

**People** make it happen



[www.eoh.co.za](http://www.eoh.co.za)

# Corporate Overview

**EOH**

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## Our EOH purpose

- ▲ To provide technology, knowledge, skills and organisational ability, critical to Africa's development and growth
- ▲ To be an ethical, relevant force for good and to play a positive role in our society, beyond normal business

# The EOH Board



Rob Sporen  
(acting chairman)



Asher Bohbot



Jane Thomson



Lucky Khumalo



John King



Dion Ramoo



Pumeza Bam



Tebogo Skwambane



Prof. Tshilidzi Marwala



Thoko Mnyango

# The EOH Executive Team





Leader in technology and knowledge services



Over 6 000 staff



120 points of presence



End to end offerings



Listed in 1998



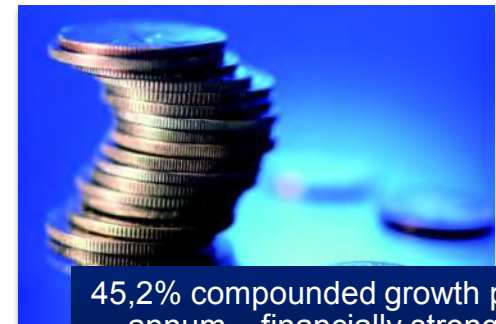
BBBEE Level 2



Over 2 000 clients



A force for good in society



45,2% compounded growth per annum – financially strong

## Best People



To attract, develop and retain the best

## Partner for life



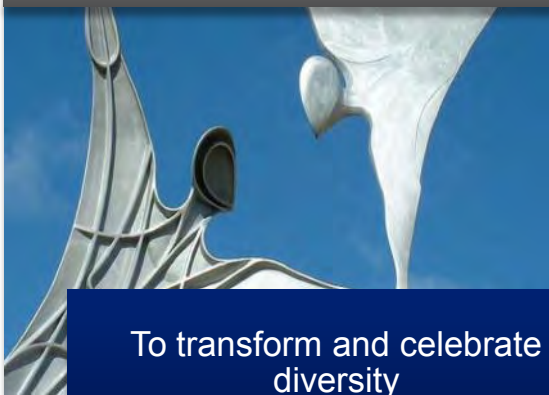
To nurture lifelong partnerships with our customers and business partners

## Right 1<sup>st</sup> time



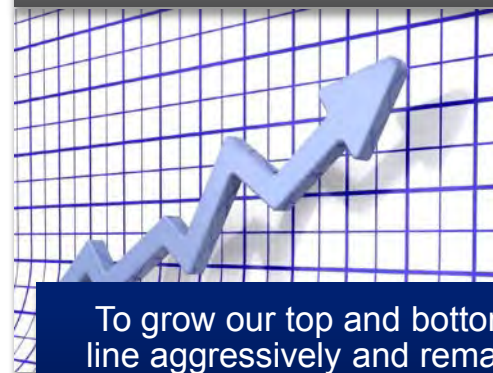
To ensure professional planning and execution and have pride in all we do

## Sustainable Transformation



To transform and celebrate diversity

## Profitable Growth



To grow our top and bottom line aggressively and remain entrepreneurial

# Main technology partners







- ▲ Equity
  - 34.62% black ownership
  - 7.3% black women ownership
- ▲ Board representation
  - 60% black
- ▲ Employment equity
  - 59% black
- ▲ BEE Procurement Recognition
  - 156%
- ▲ Skills Development
  - Variety of programmes
  - 620 trainees
- ▲ Enterprise Development
  - 6% of NPAT
- ▲ Corporate Social Investments



**EMPOWERLOGIC**  
Your Logical Empowerment Solution

**Broad Based Black Economic Empowerment Verification Certificate**

A Consolidated Verification Certificate Issued to

**EOH Holdings Limited and its Subsidiaries**

**Level 2 Contributor**

Measured Entity (Full List of Entities Listed on Page 2 of Certificate)	
Company Name	EOH Holdings Limited and its Subsidiaries
Registration Number	1999/014669/06
VAT Number	4180202386
Address	Block D, Gillooly's View Office Park 1 Osborne Lane Bedfordview 2007

BEE Status	
BBBEE Status Level	Level 2
Element Points Obtained	EO: 21.92 points; MC: 9.26 points; EE: 3.38 points; SD: 10.22 points; PP: 19.19 points; ED: 11 points; SED: 12 points
Black Ownership	34.62% Black Ownership; 7.3% Black Women Ownership
Value Adding Vendor	Yes
BEE Procurement Recognition	156%
Issue Date	12/11/2012
Expiry Date	11/11/2013
Certificate Number	ELC3464GENBBICT
Version	Final
Applicable Scorecard	ICT - Generic
Applicable BBBEE Codes	ICT Code Gazetted on 6 June 2012

BEE Procurement Recognition Layouts		
Level	Qualification	%
1	≥ 100 Points	156%
2	≥ 85 but < 100	125%
3	≥ 75 but < 85	110%
4	≥ 65 but < 75	100%
5	≥ 55 but < 65	80%
6	≥ 45 but < 55	60%
7	≥ 40 but < 45	50%
8	≥ 30 but < 40	10%
Non-Compliant		< 20 0%



**EmpowerLogic (Pty) Ltd**  
Reg. No. : 1995/000523/07  
BBBEE Verification Agency

*Approved*

Per E Ackroyd CA(SA)  
Member - Verification Committee



**sanas**  
BVA018

Enquiries

Tel: 086 111 4008

Fax: 086 505 7264

[verification@empowerlogic.co.za](mailto:verification@empowerlogic.co.za)

[www.empowerlogic.co.za](http://www.empowerlogic.co.za)

This certificate is the result of an independent and impartial verification of the BBBEE status of the measured entity measured against the Codes of Good Practice on Broad Based Black Economic Empowerment. The objective of our verification is to verify the validity and accuracy of the BBBEE status represented by the measured entity. EmpowerLogic is not responsible for ensuring completeness of information provided to support the BBBEE status.



Job Creation Initiative



Afrika Tikkun



Maths Centre



Enterprise Development

# Abridged client list



Public Sector



Mining



Manufacturing



Health



Telecommunications



Retail

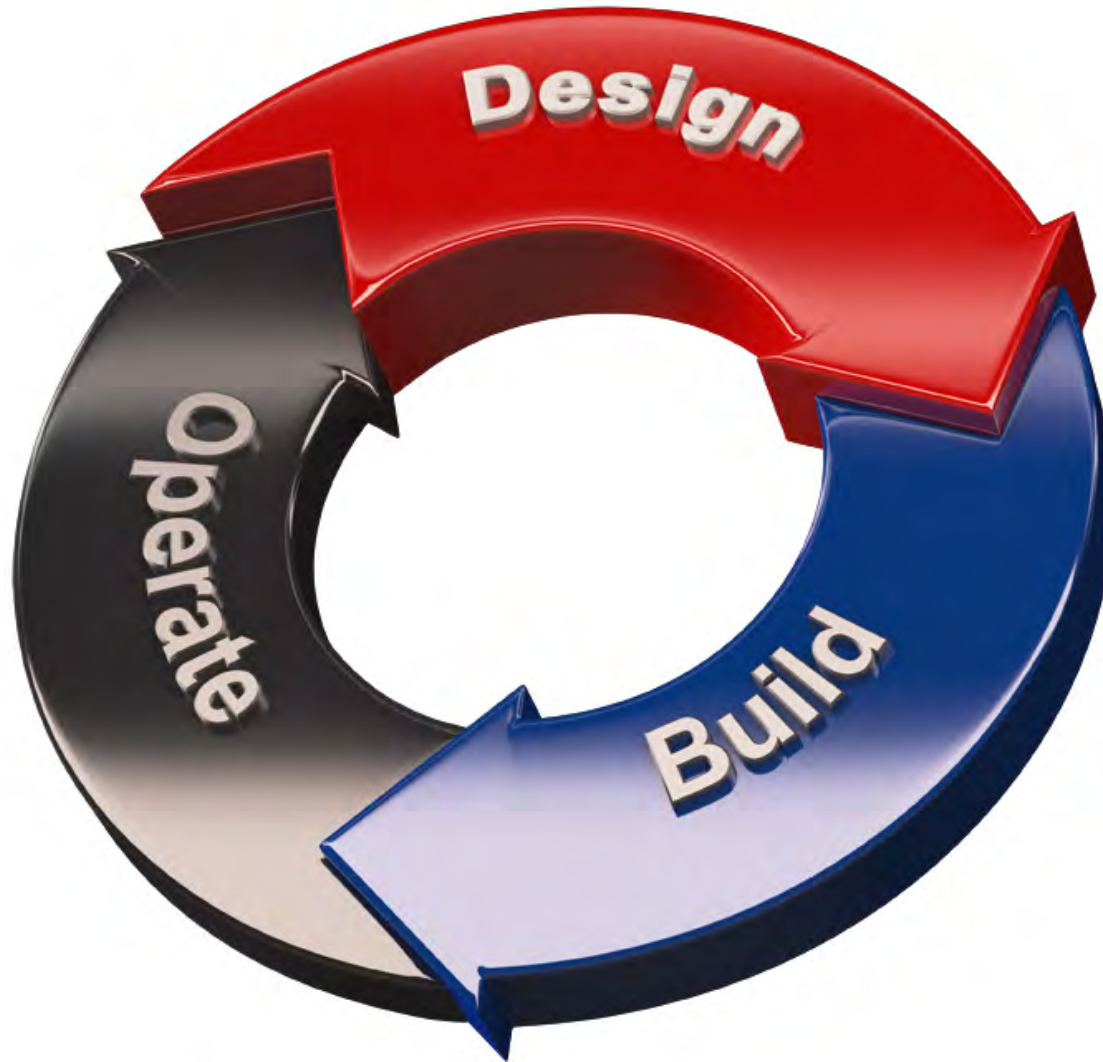


State owned entities



Financial Services





## DESIGN



### Consulting

- ▲ Knowledge services
- ▲ Business operations improvement
- ▲ IT strategy
- ▲ IT architecture
- ▲ Project management
- ▲ Change management

## BUILD



### Technology

- ▲ Enterprise applications
- ▲ Information management
- ▲ Information security management
- ▲ IT management & optimisation
- ▲ Software development & integration
- ▲ **Industrial technologies**
- ▲ **Digital**

## OPERATE

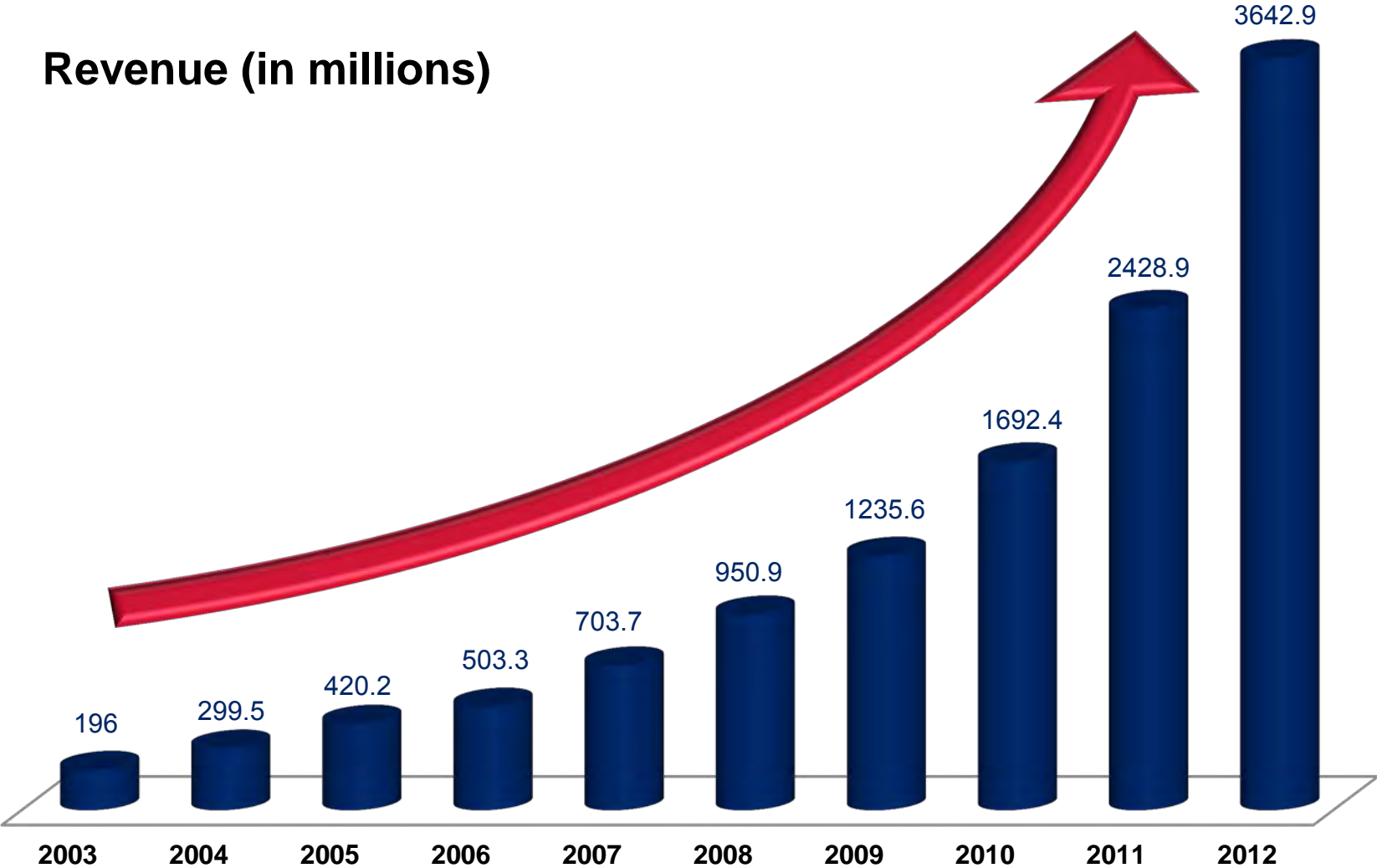


### Outsourcing

- ▲ Transformational outsourcing
- ▲ Managed services
- ▲ Cloud services
- ▲ Network and hosting
- ▲ Business process outsourcing
- ▲ Human capital solutions

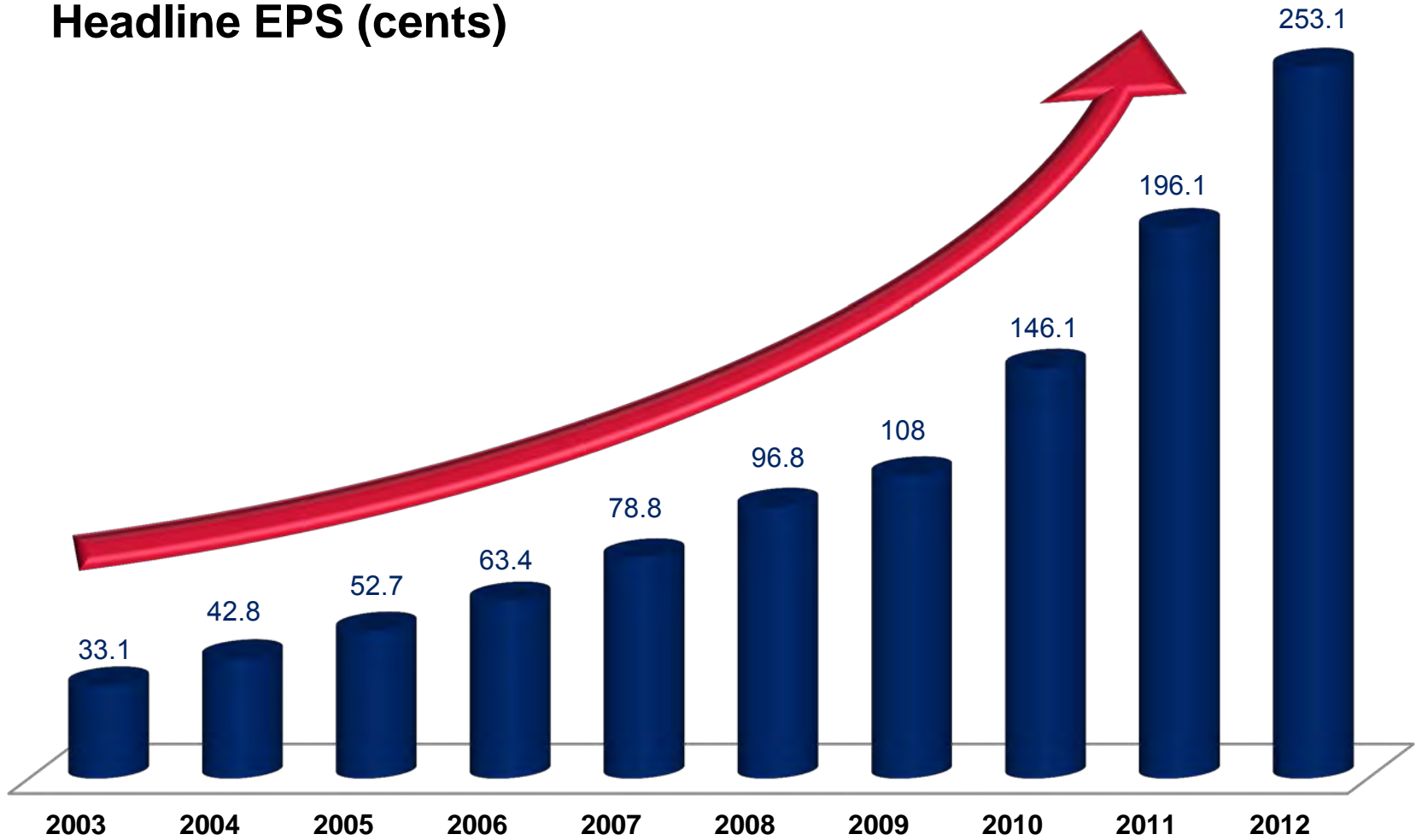


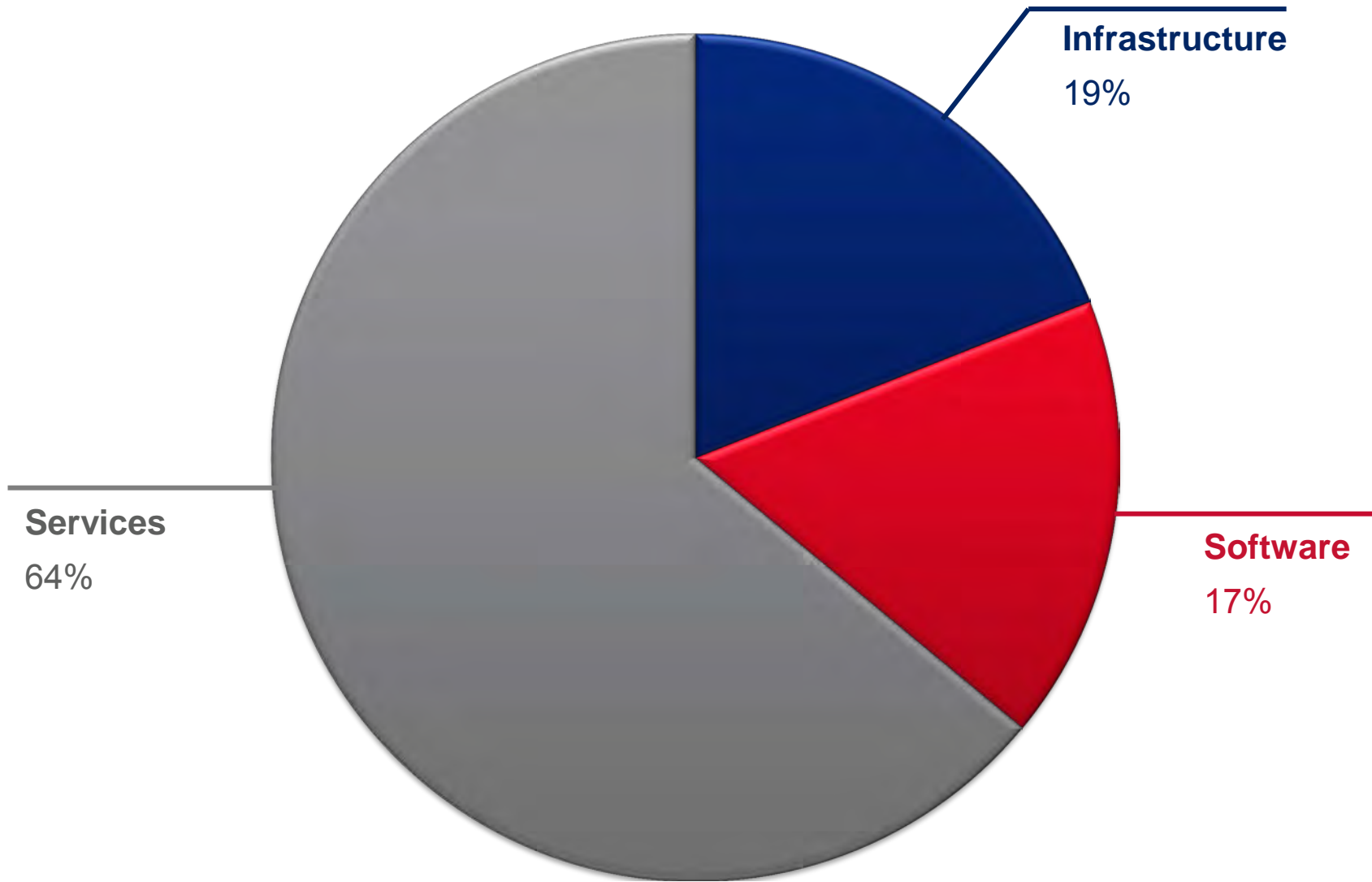
Revenue (in millions)





## Headline EPS (cents)





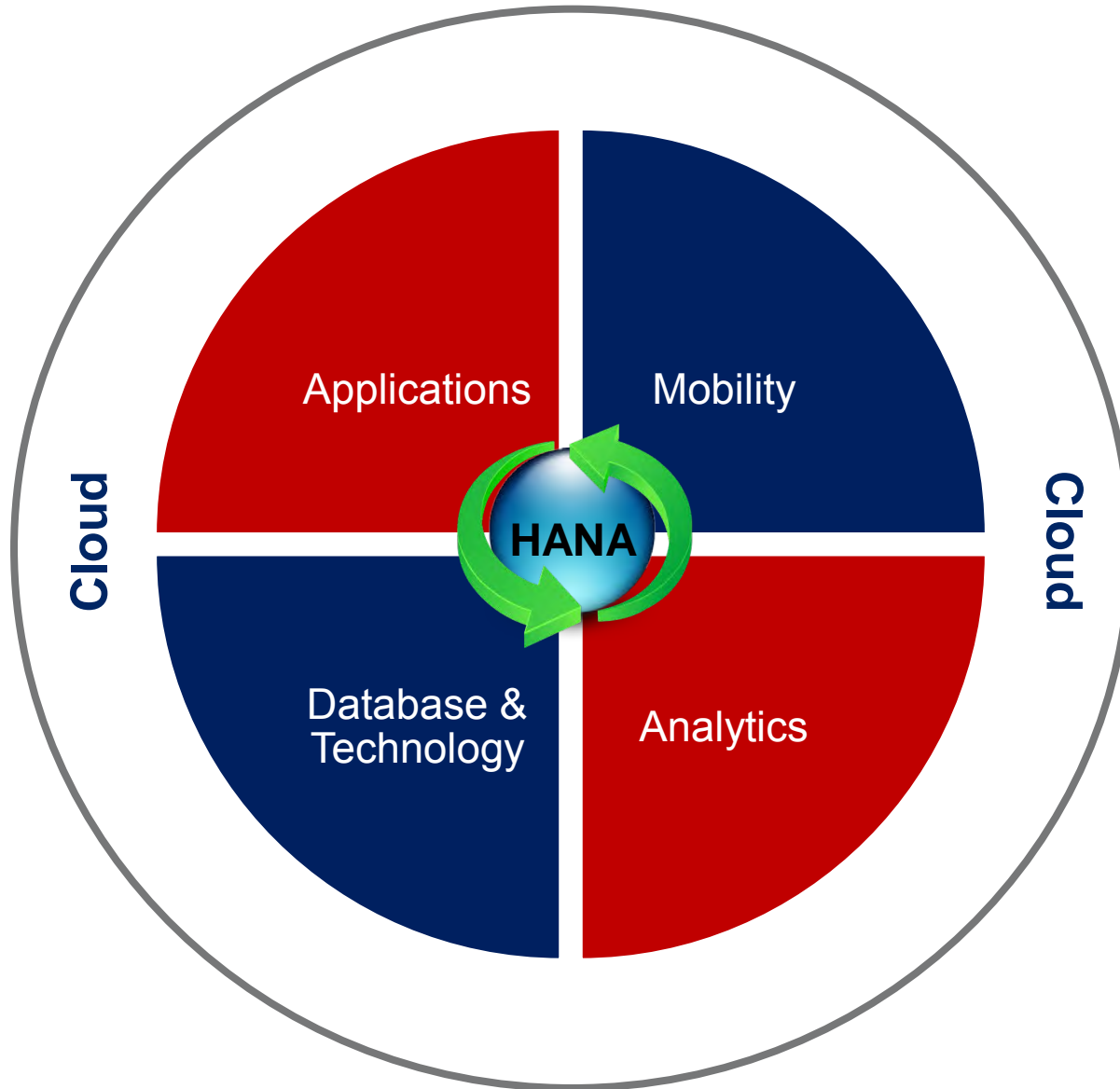


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# SAP Services

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Systems make it possible...  
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Being an Alliance Partner ensures top-level commitment from SAP, resulting in more integrated and comprehensive solutions.

- ▲ Highest Level of SAP Accreditation
- ▲ Maximum value creation
- ▲ Close collaboration with Subject Matter Expertise

**SAP National Alliance Partner**

**SAP Certified Centre of Excellence (P/CoE)**

SAP Business All-in-One Partner

SAP BusinessObjects Partner

SAP Services Partner

SAP Professional Services Partner

SAP CRM Specialist Expertise Partner

SAP Enterprise Content Management Specialist Expertise

SAP Mining & Manufacturing Specialist Expertise



**Key Business Drivers for 2013/14:**

SAP Mobility, HANA (in-memory computing),  
Rapid Deployment Solutions - EIM & ECM



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# EOH Oracle Services (EOS)

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- ▲ Global partner status
- ▲ Real-time global Oracle Support
- ▲ Oracle certified Training and Education
- ▲ Software development
- ▲ Participation in the incubator programs
- ▲ Solutions supported by Oracle due to EOS Specialisation
- ▲ Skills across key areas recognized by Oracle
- ▲ Selling and Distributing Oracle licences



- ▲ EOH Oracle Services (EOS) deliver Oracle-related services and resell Oracle products in all areas of the Integrated Technology Stack
- ▲ Delivery Services
  - Implementation Services,
  - Managed Services (Application and Technical)
  - BPO Services
  - Training
- ▲ Product Sales
  - Oracle Software
  - Oracle Hardware
  - License Management Services







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# Softworx

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Gold Channel Partner

## DID YOU KNOW?








Infor is helping over 70,000 customers in 194 countries improve operations, increase revenues and drive growth.

PROVEN, BUSINESS-SPECIFIC SOFTWARE SOLUTIONS WITH EXPERIENCE BUILT IN.

### Best in Class Operational ERP

 Supply Chain Management	 Manufacturing Management	 Project Lifecycle Management	 Service Lifecycle Management
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### Specialized by Industry

 Industrial Manufacturing	 Distribution	 High Tech	 Aerospace and Defense
 Equipment	 Automotive	 MRO Service Providers	

### Optimized for Complex, Global Operations

 Global Financials	 Compliance and Risk Management	 Global Visibility and Control	 Global Planning and Process Management	 Shared Services
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# CA Southern Africa and IT Management

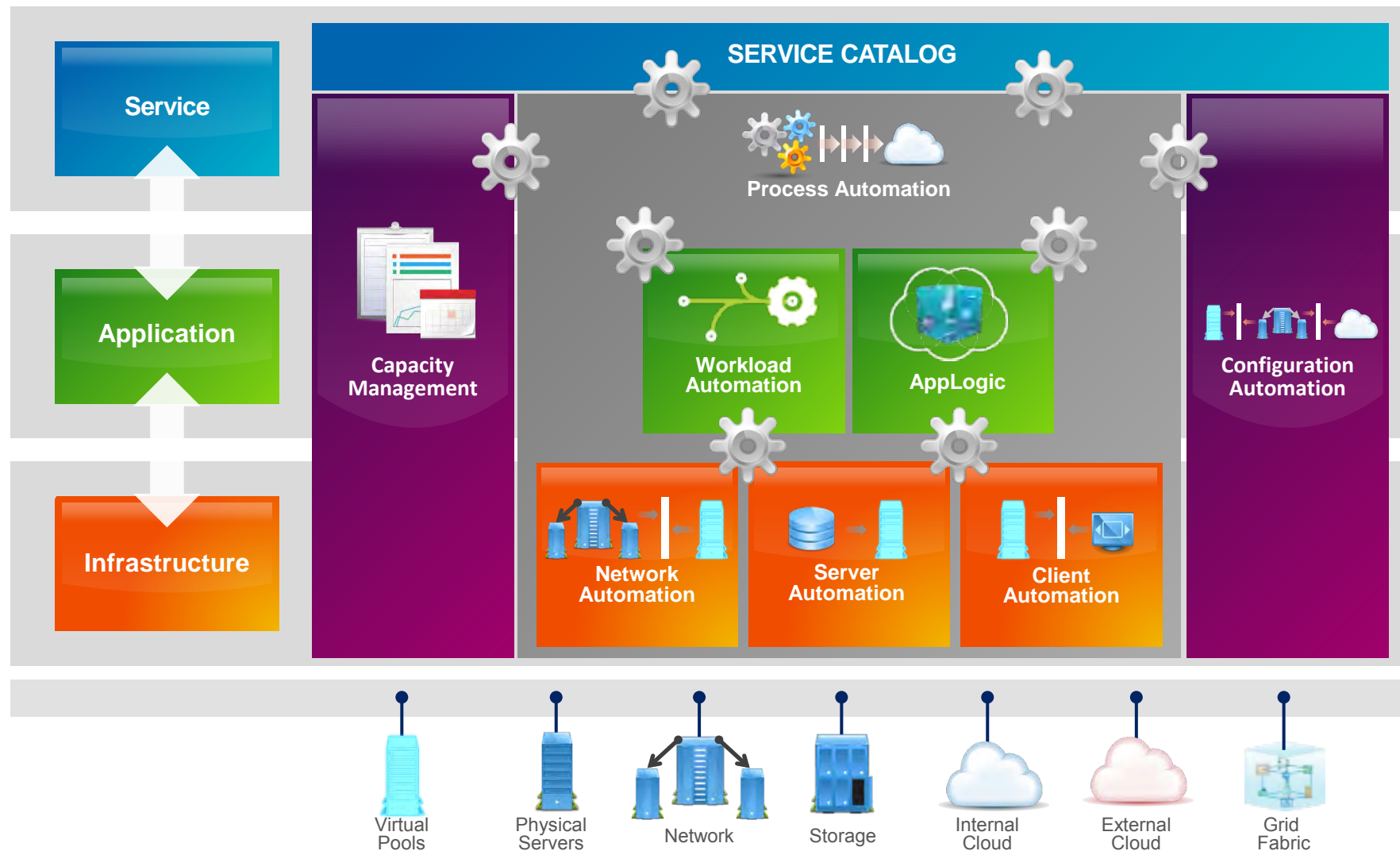
**EOH**

Systems make it possible...  
People make it happen

- ▲ Leading IT management company in Sub Saharan Africa
- ▲ Services across the IT management continuum
- ▲ Sole representatives for CA Technologies in Sub Saharan Africa
- ▲ Serve > 90% of SA's blue chip companies



## ▲ Secure, manage, automate





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# Microsoft Services

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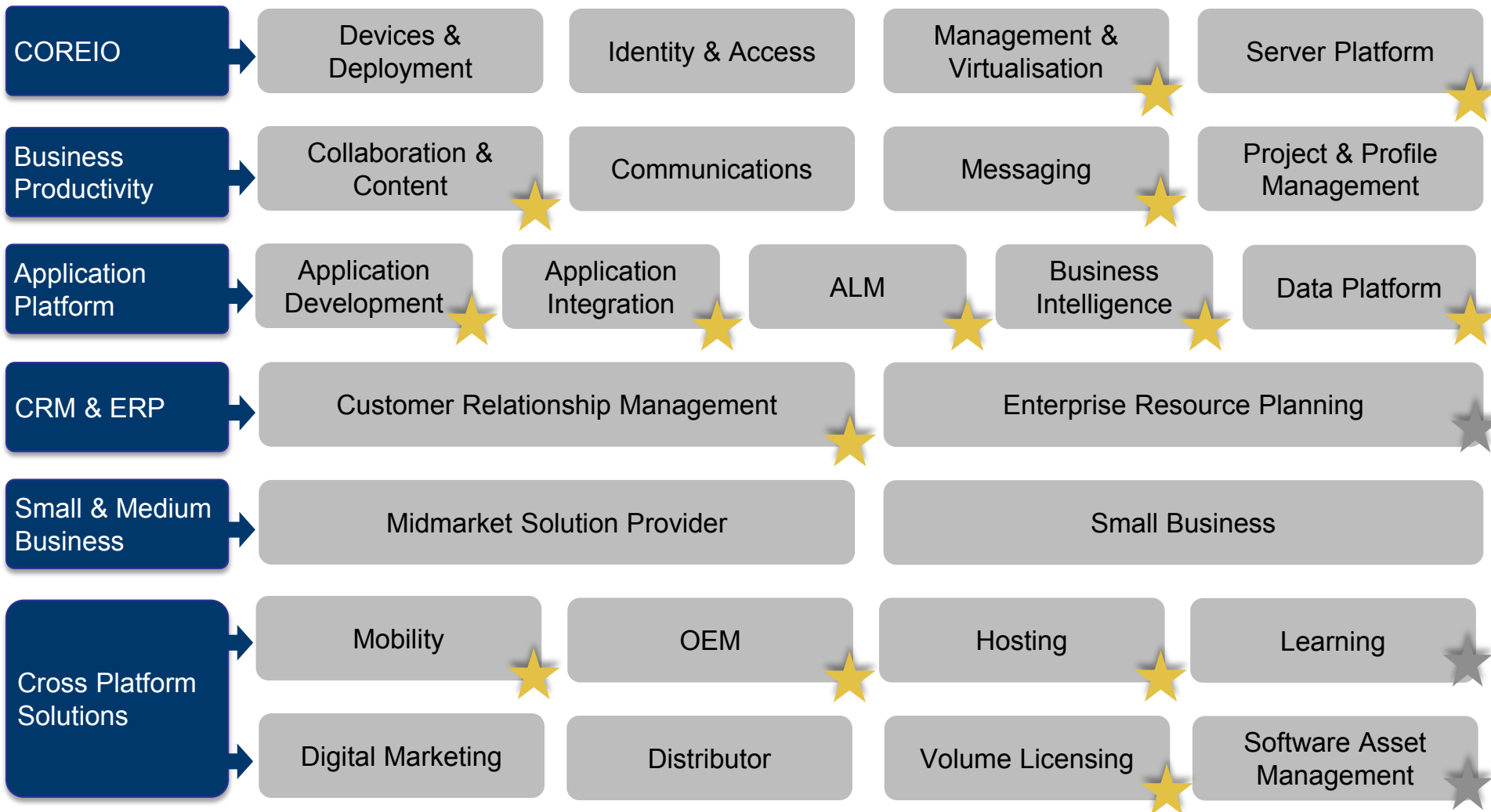
# Microsoft competencies



**Winner** 2010 & 2011 Microsoft **Software Development** Partner of the year

**Finalist** 2010 & 2011: Microsoft **Data Platform** Partner of the year

**Finalist** 2011: Microsoft **Server Platform** Partner of the year





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# Infrastructure Technologies

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## Cloud Technology Consulting

## Application Optimisation & Security

Infrastructure as a Service (IaaS)	Platform as a Service (PaaS)	Platform Applications (SaaS)	Enterprise Applications (SaaS)
✓ Servers	✓ Hosting	✓ Mail – Hosted	✓ ERP & CRM
✓ Storage	✓ Data Archiving	✓ Mail – Archiving	✓ HR & Payroll
✓ Network	✓ Unified Comms	✓ Web Security	✓ Business Intelligence
✓ Computing	✓ Hosted PABX	✓ Online Backup	✓ Application Dev

## Service Management Platform

## Disaster Recovery Platform



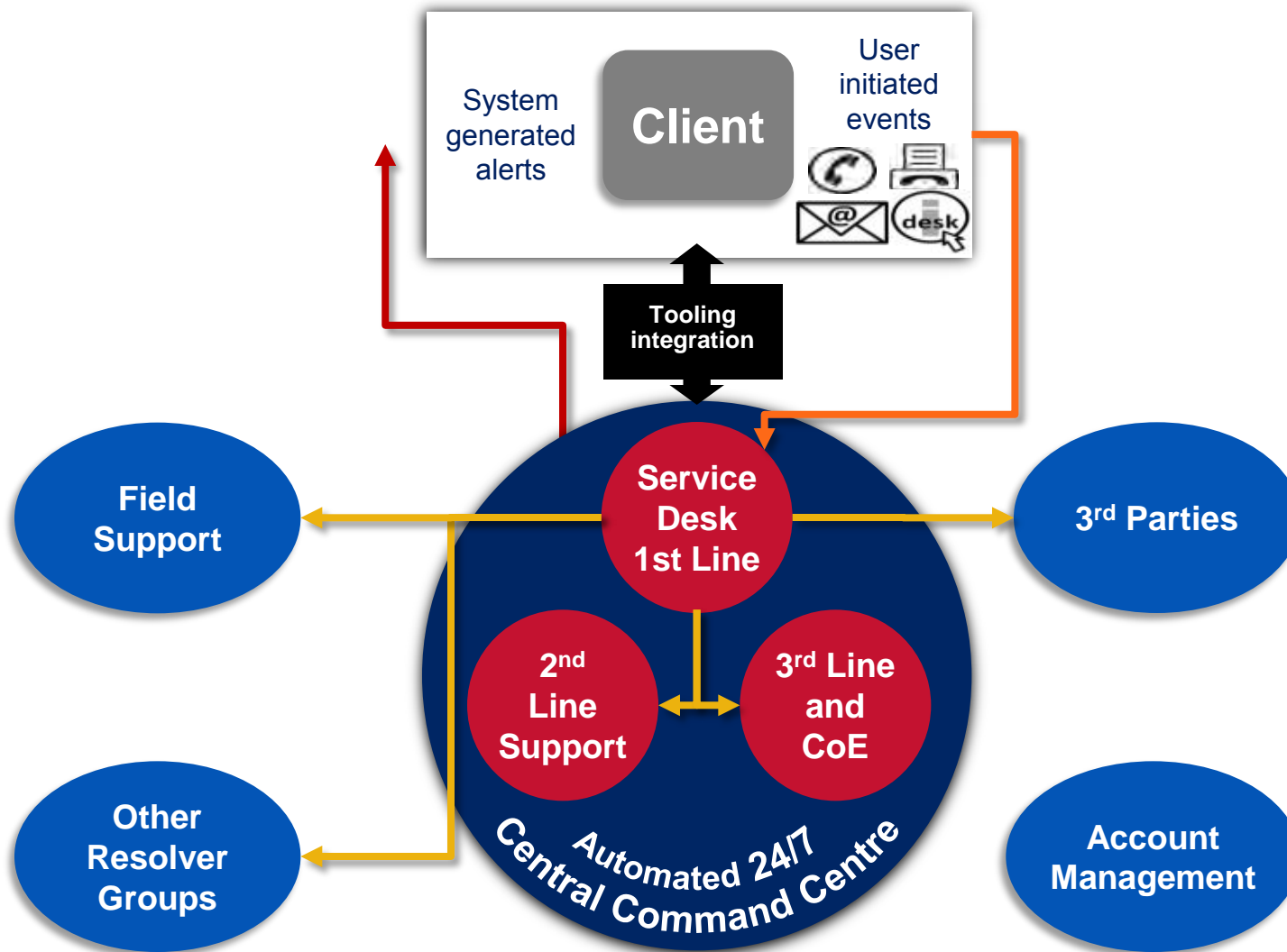
[www.eoh.co.za](http://www.eoh.co.za)

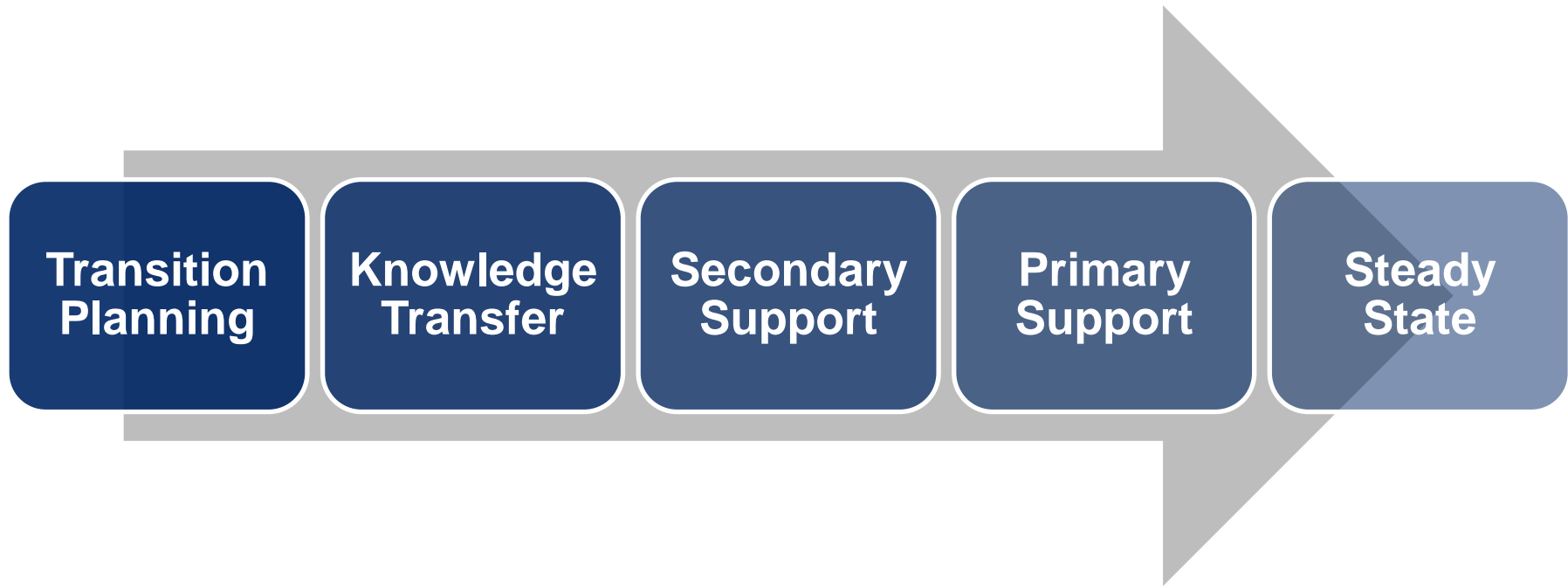
# Managed Services

**EOH**

Systems make it possible...  
People make it happen







- ▲ Extensive experience in the transition of services and people
- ▲ Well documented and a tried and tested process
- ▲ Covers staff transfers, risk identification & mitigation and change management.
- ▲ Positive customer experiences
- ▲ Incentivise key skills in incumbent base to join EOH



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# Application Management

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## ▲ Maturity assessments:

- Process (TPI framework)
- Measurements (tool utilization and TLC)

## ▲ Services:

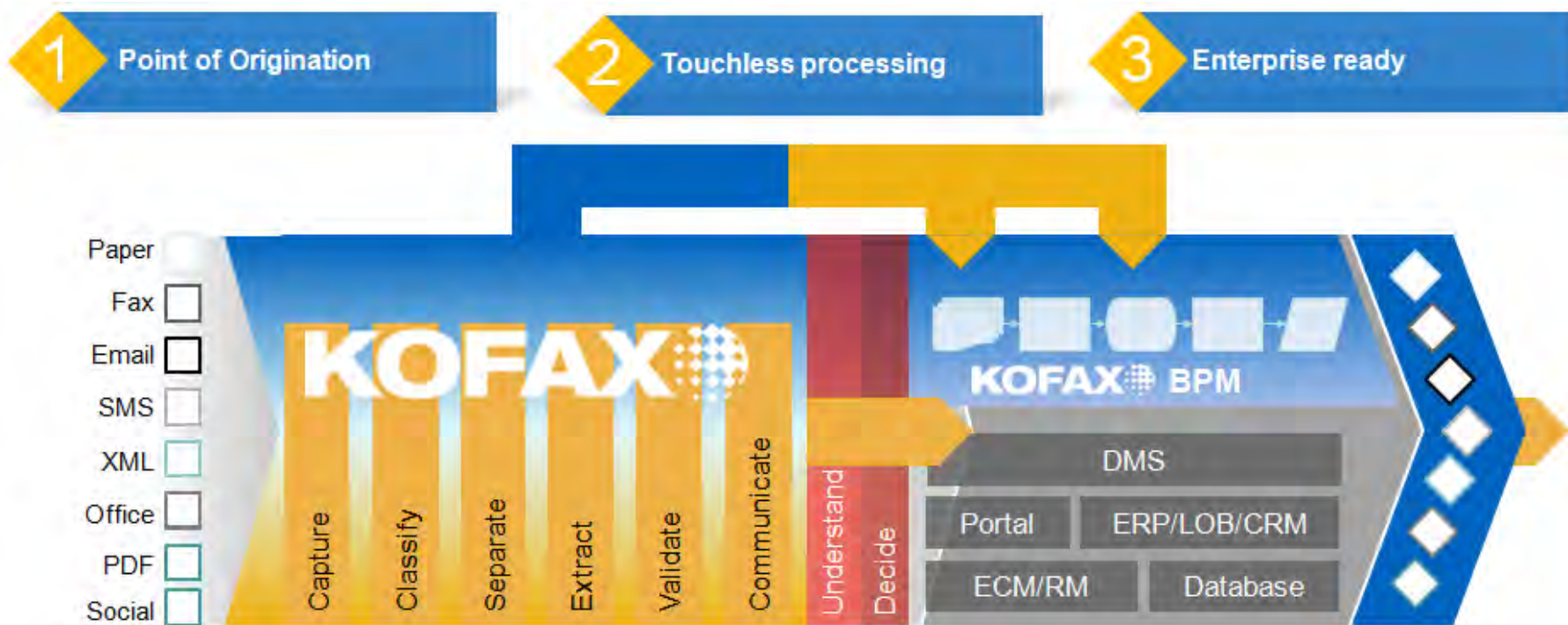
- Test Management Consultancy
- Manual Functional Testing
- Automation Testing Framework
- Performance Testing
- Software Security Assurance
- Mobile Testing
- Training



- ▲ Enables visibility and control of application performance and availability while aligning IT and business goals and priorities.
- ▲ EOH APM's solutions and services proactively detect, prioritize, isolate, diagnose and prevent performance and availability issues of business critical applications and services



- ▲ Capture your documents and data
- ▲ Automatically understand what they are
- ▲ Decide what information to extract
- ▲ Quickly deliver the information to the right place
- ▲ Kick off workflow processes in Kofax BPM



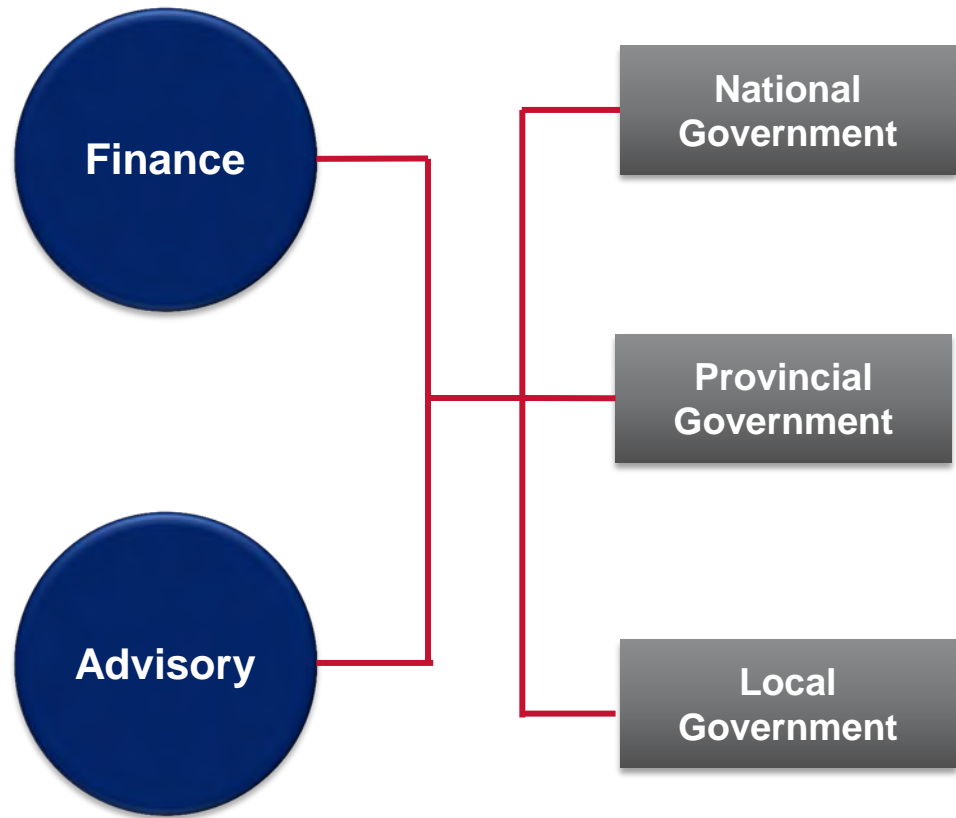


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# Public Sector Advisory Services

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All services underpinned by Industry Specific Technology enablers

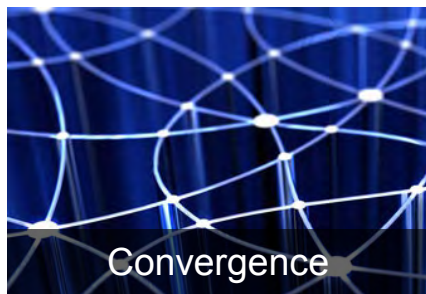


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# Industrial Technologies

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- ▲ Explosion of **mobile devices** for connecting to the LAN/WAN
- ▲ Proliferation of devices on the **LAN**
- ▲ **Cloud computing and video** in both the professional and personal/social realms driving bandwidth demand



- ▲ **Rapid urbanization** resulting in majority of the worlds populations living in cities, consuming 75% of energy
- ▲ **Smart-buildings** coming to the fore
- ▲ **Green issues** dominate the DC market with a strong emphasis on reducing carbon footprints and environmental damage



- ▲ Increasing **demand for protection** of critical infrastructures and assets
- ▲ More demand for **public safety & security**
- ▲ Bigger events with greater density of people requiring comprehensive **crowd control solutions**



- ▲ An Infrastructure Book containing more than **645 infrastructure projects** across the country compiled
- ▲ An Infrastructure Plan with **18 identified Strategic Integrated Projects (SIPs)** has been developed and adopted by Cabinet
- ▲ Estimated **R3,2 trillion** for 18 SIPs

- ▲ Market Sectors: Mining, Manufacturing, Public Sector, Utilities, Telecoms, Petro-chemical, Construction, Health and retail



- ▲ Integrated voice, data, video networks
- ▲ Campus data networks
- ▲ Structured cabling
- ▲ Fibre-optics
- ▲ Metropolitan broadband
- ▲ Wireless solutions



- ▲ Full turn-key design, build, maintain
- ▲ Backup power solutions
- ▲ HVAC systems
- ▲ Off-grid DC solutions
- ▲ Mobile DC solutions
- ▲ Facilities Management



- ▲ Monitoring and surveillance
- ▲ Access control
- ▲ Time and attendance
- ▲ Biometric ID management
- ▲ Smart card solutions
- ▲ Fire safety
- ▲ Asset mgmt / tracking



- ▲ MES Systems
- ▲ DCS systems
- ▲ SCADA Systems
- ▲ HMI Solutions
- ▲ Measurement & Instrumentation
- ▲ Environmental Monitoring
- ▲ Plant / Building automation



- ▲ Plant Electrical Infrastructure
- ▲ Smart Grid solutions
- ▲ Backup power
- ▲ MV/HV Switch yards (sub-stations)
- ▲ Smart metering
- ▲ Power Distribution systems

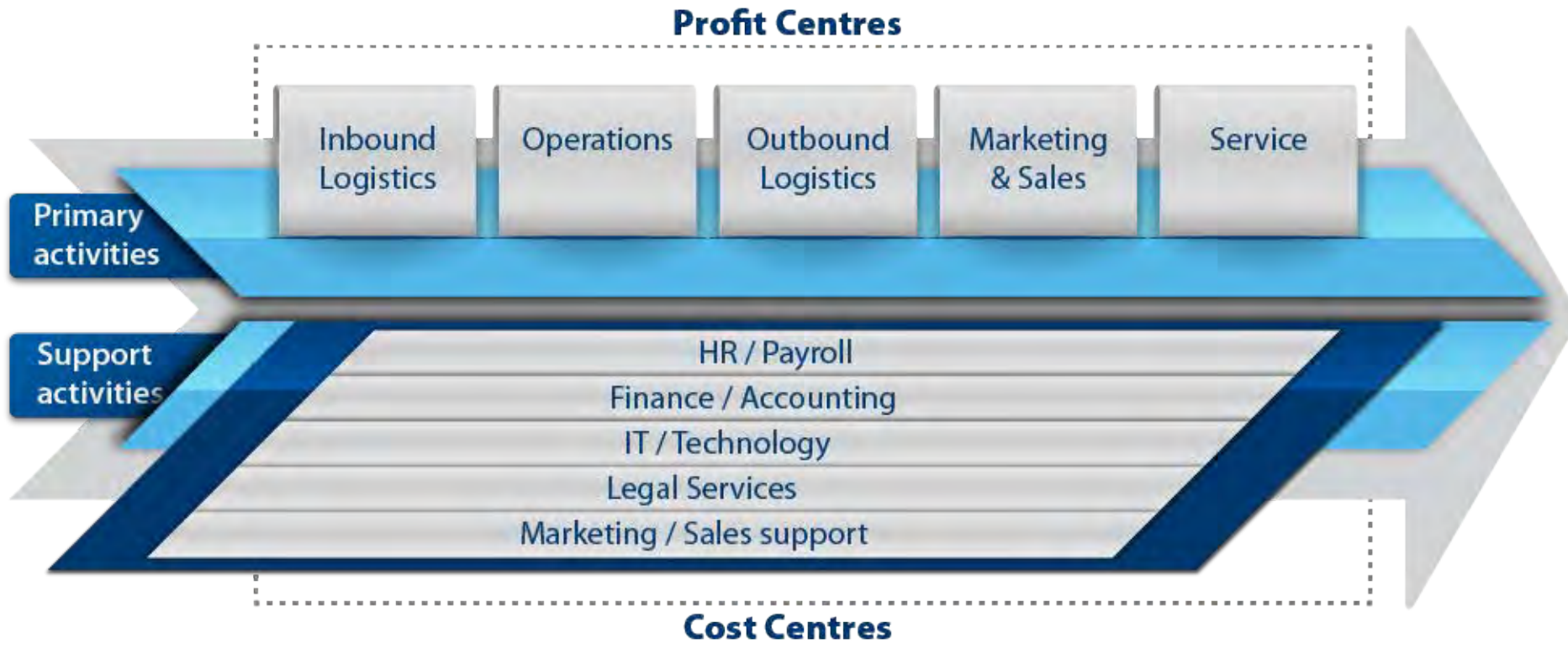


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# BPO and Human Capital Solutions

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# EOH Youth Job Creation Initiative

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- ▲ Our democracy is 19 years old
- ▲ South Africa's official unemployment rate is 25.2%
  - Over 600,000 unemployed graduates
  - Over 500,000 unemployed matriculants
- ▲ The system is not working
- ▲ Youth make up nearly 75% of South Africa's unemployed
- ▲ 50% of unemployed youth have never worked
- ▲ Time without work experience increases the chance of unemployment
- ▲ Business needs to put its hand up

- ▲ Government alone cannot solve this problem
- ▲ Business needs to take a different view
- ▲ Jobs do not get created by government
- ▲ We cannot afford to sit on the fence
- ▲ Business must put its hand up
- ▲ Stop moving jobs overseas
- ▲ Help our Interns and Learners to get experience



- ▲ Aimed at stimulating job creation by interacting with customers, business partners, and government
- ▲ Our contribution so far:
  - Employment of 620 trainees as part of the learnership and internship programmes
  - Permanently employed 83% of 2012's learners & interns





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# Way Forward

**EOH**

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People make it happen

- ▲ Lots of change, challenges and opportunities
- ▲ Business and technology convergence
- ▲ Blurring of lines between previously discrete industries (banks, telcos, retail, insurance) enabled by technology
- ▲ Mobile, digitalisation and consumerisation everywhere
- ▲ “Cloud noise” speeds up strong outsourcing trends
- ▲ Bandwidth availability opportunities
- ▲ The industry is healthy, active
- ▲ IT spend is growing – business can’t afford to hold back, it’s the battleground for many enterprises
- ▲ Everything as a service (EAAS) is a reality
- ▲ Services is the name of the game now

- ▲ System integration / aggregation will be a major growth driver
- ▲ Value proposition for our industry vertical
- ▲ Strategic and key account strategy
- ▲ Major growth in Cloud, Managed Services and Outsourcing
- ▲ Significant work in maintaining base IT systems (ERP, BI, CRM, Etc.)
- ▲ Industrial technology – major opportunity
- ▲ Aggressive – growth envisaged in BPO / HC area
- ▲ Public sector will remain a major focus area
- ▲ Africa
- ▲ Winning big deals
- ▲ Acquisitions to enter new areas and bulk up
- ▲ Market share
- ▲ EOH environment is healthy, strong and busy