

COMPANY BROCHURE  
VERSION 2

# 2021

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### Front Office

Solutions	Targeted industry
Cloud & Mobile point-of-sale platform	Hospitality, Food and Beverage, Retail
Corporate customer self-service platform	Telecommunications, MNO, MVNO, IoT
Student self-service platform	Education
Advanced analytics platforms	Telecommunications, Hospitality, Food and Beverage, Manufacturing
Fuel Retail Solutions	Oil Majors, Refineries, Bulk Fuel Distribution and Storage, Warehousing, Retail, Convenience and Commercial

### Back Office

Solutions	Targeted industry
HCM, payroll outsourcing and hosting solutions	All industries
Automated Financial Reporting solutions	Financial Services, Public Sector
Advanced analytics platforms	Telecommunications
Tax practice management solutions	Financial Services
Secretarial process management solutions	Financial Services
Workforce management and rostering solutions	Security, Cleaning, Facilities Management and Labour broking, Public Sector
Telecommunications and technology expense management solutions	Telecommunications, MNO, MVNO, IoT
Fuel Retail Solutions	Oil Majors, Refineries, Bulk Fuel Distribution and Storage, Warehousing, Retail, Convenience and Commercial.
Digital supply chain solutions	All Industries
Enterprise Performance Management	All Industries
Enterprise Programme Management	Public Sector
Hospitality Reporting & Analytics	Hospitality, Food & Beverage, Retail
Customer Loyalty solutions	Hospitality and Wellness
Payment Processing solutions	Hospitality, Food and Beverage, Retail

### Middle Office

Solutions	Targeted industry
Integrated logistics, weighbridge and laboratory information management solutions	Manufacturing, Agri-Processing, Mining
Permit to work and energy isolation management solutions	Manufacturing, Energy, Oil Majors, Refineries, Bulk Fuel Distribution, Retail and Commercial
Advanced supply chain planning, transport and distribution	All Industries
Terminal automation solutions	Oil Majors, Refineries, Bulk Fuel Distribution and Storage, Oil Majors, Refineries, Bulk Fuel
Turn-key Oil and Gas management solutions	Oil Majors, Refineries, Bulk Fuel Distribution, Retail and Commercial
Restaurant and Hotel Mangement platforms	Hospitality, Food and Beverage
Fuel Retail Solutions	Oil Majors, Refineries, Bulk Fuel Distribution and Storage, Warehousing, Retail, Convenience and Commercial.

### ERP

Solutions	Targeted industry
SAP ERP solutions	All industries
Microsoft ERP solutions	All industries
Oracle ERP solutions	All Industries
Sugar industry-specific ERP solutions	Sugar
Education and E-learning Management ERP solution	Education, Public Sector
Business Analysis and Business Intelligence	All Industries

The solution titles above are clickable and link to relevant sections within this document

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## SERVICES

### Front Office

Solutions	Targeted industry
38 Business Advisory	Hospitality, Food and Beverage
34 Software as a Service (SaaS)	Telecommunications
34 Customer experience and self-service advisory	Telecommunications
30 Industry-specific Advisory Services	Oil Majors, Refineries, Bulk Fuel Distribution and Storage, Warehousing, Supply Chain and Consumer Packaged Products
29 Fuel Retail Solutions	Oil Majors, Refineries, Bulk Fuel Distribution and Storage, Warehousing, Retail, Convenience and Commercial

### Back Office

Solutions	Targeted industry
38 Application Services	Hospitality, Food and Beverage
38 Implementation and Integration Services	Hospitality, Food and Beverage
11 Software Services and Support (including ERP)	Education
30 Industry-specific Advisory Services	Oil Majors, Refineries, Bulk Fuel Distribution and Storage, Warehousing, Supply Chain and Consumer Packaged Products
16 Sustainability Reporting	Manufacturing
25 Audit, Practice Management, Financial Reporting	Financial Services
25 Tax and Secretarial Solutions	Financial Services
54 Enterprise Performance Management	All Industries
26 Regulatory & Legal Compliance	Financial and Legal Services
55 Expense Management	All Industries

### Middle Office

Solutions	Targeted industry
16 Programme and Project Management	Manufacturing
17 Solution Development, Deployment and Integration	Manufacturing
30 Industry-specific Advisory Services	Oil Majors, Refineries, Bulk Fuel Distribution and Storage, Warehousing, Supply Chain and Consumer Packaged Products
29 Fuel Retail Solutions	Oil Majors, Refineries, Bulk Fuel Distribution and Storage, Warehousing, Retail, Convenience and Commercial

## INFRASTRUCTURE SOLUTIONS

### Hardware

Solutions	Targeted industry
39 Point-of-sale Hardware	Hospitality, Food and Beverage, Retail
Self-service Kiosks & Drive-through	Hospitality, Food and Beverage, Retail

### Hosting

Solutions	Targeted industry
38 Cloud hosting and database services	Hospitality, Food and Beverage, Energy, Manufacturing, Agri-Processing, Public Sector

 This solution has Cloud capability and therefore supports remote work

The solution titles above are clickable and link to relevant sections within this document

# ADDRESS FROM THE CEO



**Tiffany Dunsdon**

Chief Executive Officer

During the past 20 years, Adapt IT has established a vast amount of expertise and experience that we are able to draw upon, helping our clients to progress. Our 2021 brochure is a testament to the specialised software and digitally-led business solutions that assist clients across the targeted industries to **Achieve more** by improving their Customer Experience, Core Business Operations, Business Administration, Enterprise Resource Planning and Public Service Delivery.

Innovation and our own IP remains one of our core strategic pillars. We continuously disrupt our own products and solutions to ensure that our portfolio meets the needs of our clients. Remaining at the forefront of the latest technology trends is a key focus area for Adapt IT. Our cross industry solution focus means that we constantly keep abreast of latest developments, and our Pan Africa and International market presence implies that we have a holistic view of the technology enhancements taking place throughout the market. We will continue to enhance our solution portfolio and ensure strategic alignment between the market needs and our offerings.

We look forward to working alongside you to **Achieve more.**

# ABOUT ADAPT IT



## OUR HISTORY

In October 2007, the Adapt IT and Infowave merger brought with it a new titan of software development. A year later, in October 2008, Adapt IT took its place on the main board of the JSE. Since then we have acquired multiple companies, enhanced our global footprint and solidified our software and solution offerings across focused industries:



## WHAT WE DO

As a leader in **specialised software development** and **digitally-led business solutions**, we provide **digital business solutions** that assist clients to **Achieve more by improving their:**

- Customer Experience
- Core Business Operations
- Business Administration
- Enterprise Resource Planning
- Public Service Delivery

# ABOUT ADAPT IT



Adapt IT offer niche specialised software solutions to the Education, Financial Services, Telecommunications, Manufacturing, Energy, Hospitality, Public Sector and Multiple Industry sectors - across Front Office, Middle Office, Back Office and ERP Platforms.

## Software

Our solutions are tailored to niche industry environments, offering **expertise and in-depth solutions** to complex problems facing our clients. These solutions span across: Customer Experience, Core Business Operations, Business Administration, Enterprise Resource Planning and Public Service Delivery.

## Services

We offer **expert business advisory services** to assist clients in achieving their objectives. Our teams are equipped for the **implementation, customisation, development and integration** of our solutions and provide **training and support** to ensure that clients get the most out of our solutions.

## Infrastructure

Our infrastructure offerings ensure that the client's **hardware, hosting environments and Cloud-based** products are aligned for their requirements and technology capabilities.

HOSPITALITY

# OUR SOLUTION OFFERING: CLIENT VALUE ADD



### Front Office

Interactions with the customers

- Sales
- Customer Service
- Marketing

### Middle Office

Core business operations of making, processing or delivering

- Customer Delivery
- Supply Chain
- Operations

### Back Office

Administrative and support functions

- Procurement
- Finance
- IT
- HR

“ As our client, we will continue to provide you with expert, industry leading professionals, who will treat you with respect and honesty, as we position you and your company to **Achieve more.** ”

## EDUCATION

Institutions of higher learning, are compelled to implement alternative, efficient and cost-effective ways of teaching and learning, despite limited physical infrastructure and access to funding.

Our student management solution offerings allow Adapt IT to solve complex problems for the Higher Education (HE) and Technical Vocational Education and Training (TVET) sectors through financial management, timetabling, human capital and resource management efficiencies.



# EDUCATION

## OUR VALUE PROPOSITION



### Achieve more.

Adapt IT Education is a Moodle-certified service provider and a Microsoft and Oracle partner, that provides the public higher education, TVET, the K-12 education sectors with specific Enterprise Resource Planning (ERP) solutions. From enquiry through to registration we assist students, institutional administrators, lecturers and management to effectively manage the entire student lifecycle through customised solutions. Our solution covers the entire value chain, including project implementation, application hosting and post implementation support, through to a dedicated Helpdesk. Our software, the ITS Integrator, is designed to integrate with third-party applications through our Application Programming Interface (API) and merges Student Management, Finance and HR/Payroll, ensuring an audit trail and compliance to statutory requirements.

As a Moodle-certified service provider, we provide expertise in customisations, hosting, support and training, and take a lead role in assisting institutions and organisations transition to, or upscale, their Moodle online learning platforms. We foster a collaborative culture with our clients and provide them with the right tools and services for their organisations.

### Our Solution

Adapt IT provides cost effective solutions for the effective management of tertiary institutions. Through a web-based, mobile friendly, innovative student application and registration solution, management is able to monitor student intake numbers and related funding. Institutions are able to optimise infrastructure resources and increase intake, through integrating face-to-face and distance learning approaches. The Finance and HR/Payroll modules, assist management to drive institutional and individual performance and compliance by enabling detailed budgeting and reporting.

### Why Adapt IT

Providing a responsive solution that services over two million students in public and private institutions, Adapt IT Education has a tried and tested Software Development Lifecycle (SDLC) approach to projects. Our international footprint includes: Europe, Ireland, Botswana, Mauritius and Kenya. Through our acquisition of ICAS and Wisenet, we have extended Adapt IT's capability in the Education sector and through our experience we are more than capable of partnering with any institution, irrespective of size.

# EDUCATION OFFERING

## OUR PRODUCTS AND SOLUTIONS



### SOFTWARE SOLUTIONS

Compliance Training

Booking System

Corporate Training

Student Monitoring System

Student Finance Admin

Moodle E-Learning services

#### Wisenet

A **Learning Relationship Management tool** that meets the needs of all training organisations in compliance, learner engagement, automation, documentation, employers, agents and management reporting.

#### CELCAT

A complete state of the art **Timetabler solution** for optimising resource utilisation, timetable publication, ad-hoc room booking, attendance tracking and pay claim management.

#### ICAS

A **student management system** purpose-built for the **private higher education and corporate training sector**. It is a subscription based web solution for cost effectiveness in order to respond to the ever-changing training needs.

#### Artena

Artena is a web-enabled online **student lifecycle management system** which allows users to track and manage students from their enrolment to graduation.

#### ITS Integrator

A solution incorporating the **integration of student administration with finance, HR/ payroll, comprehensive and integrated compliance reporting, as well as Self-Service and mobile functionality.**

#### Moodle E-Learning services

As a **Moodle-certified Partner**, we assist our clients to meet their institution's e-learning needs and **optimise efficiency** through training and support. This is cemented by our **digital pedagogy approach**. Our approach is not about using digital technologies for teaching and, rather, about approaching those tools from a critical pedagogical perspective. So, it is as much about using digital tools thoughtfully as it is about deciding when not to use digital tools, and about paying attention to the impact of digital tools on learning.

# EDUCATION OFFERING

## SERVICES



A photograph of a smiling Black man wearing a white hard hat and a high-visibility yellow safety vest over a light blue shirt. He is holding a handheld mobile device and looking at it. In the background, another worker in a yellow hard hat is visible in a warehouse setting with cardboard boxes.

## MANUFACTURING: MANUFACTURING & HEAVY INDUSTRY

Petrochemical plants, metal refineries, power stations, and other complex plants require tight control over maintenance activities to prevent injuries and safeguard expensive assets. Our solution improves compliance, removes redundant and error-prone systems and replaces them with scalable systems for greater visibility and efficiency during shutdowns.

# OPERATIONAL RISK MANAGEMENT

## OUR VALUE PROPOSITION



### Achieve more.

Digitising work control processes allow supervisors to focus on the execution of work in the field, reducing the risk of injuries and damage to the plant. Work crews are better coordinated thereby reducing the time required to safely isolate energy sources and prepare the plant for a shutdown. This enables efficiencies in the re-commissioning of equipment once maintenance activities are complete.

### Our Solution

Our IntelliPERMIT solution, improves the safety, compliance and efficiency of maintenance activities through permit to work, operational risk and energy isolation management software.

Workers are guided through complex procedures and receive accurate and timely information on hazards and appropriate controls. The solution ensures that all participants are trained, competent and authorised for their specific roles.

Configurable workflows guide users through the complex and dynamic system and enforces the business rules that govern the process. Our mobile applications enable workers in the field to be more productive and accurate in their execution of tasks.

### Why Adapt IT

Our software solutions are used by leading global resource and energy companies in some of the world's toughest and most remote operations. The relationship we have with clients is built on trust and safeguards their people and assets. We bring a consumer-grade user experience to a heavy industry context, without compromising the depth of functionality offered by the software.

## MANUFACTURING: SUGAR INDUSTRY

As excess supply, low sugar prices and drought disrupt the global sugar industry, our clients continue to be the lowest cost producers across Africa, as a result of using our solution as a driver to increase efficiencies and reduce operating costs. They continue to drive all areas of their business, from agriculture, through production to logistics.

# SUGAR INDUSTRY SOLUTIONS

## OUR VALUE PROPOSITION



### Achieve more.

Adapt IT provides ongoing support and maintenance of custom built ERP's, warehousing and management systems. The cost-effective business management tools the organisation has within the sugar industry provide control, enforce compliance and automate tedious processes. Coupled with predictive business analytics for improved decision making, business users at all levels are empowered with regular monthly reporting and can reach end consumers through digital processes.



### Our Solution

Adapt IT Manufacturing offers technology advisory services, as well as system integration, mobility and digitisation. We ensure systems remain relevant and professionally supported. In addition, we offer training, implementation, consulting and advisory services, to help our sugar clients get the most out of their solutions.

### Why Adapt IT

Adapt IT helps sugar customers across the African continent **Achieve more** through the automation of processes across core business operations to ensure customer retention and service.

The team is able to combine 23 years of experience with a consultative approach to design innovative solutions that address unique sugar sector challenges.

# MANUFACTURING & HEAVY INDUSTRY

## OUR PRODUCTS AND SOLUTIONS



### SOFTWARE SOLUTIONS

Enterprise Resource Management

Human Capital Management

Weighbridge Automation & Logistics

Plant Operations

Operational Risk Management



#### Tranquillity

**Sugar industry-focussed ERP solution** with specialised functions such as cane grower payments.



#### CaneLAB

**Integrated logistics and laboratory information management** for sugar mills and ethanol plants.



#### ScaleABILITY

A modern software solution designed for organisations that need to automate and securely manage bulk material transfers over weighbridges.



#### OpSUITE

An integrated suite of specialised software applications designed to support the management of a complex industrial plant, mine or factory. It improves compliance, reduces risk and in turn achieves operational excellence.

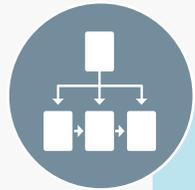


#### IntelliPERMIT

Electronic **permit to work and energy isolation management** that improves safety, compliance and efficiency of maintenance work and shutdowns.

# MANUFACTURING & HEAVY INDUSTRY

## SERVICES AND INFRASTRUCTURE



### SERVICES

Industry Solution, Deployment and Integration

We provide implementation, customisation, development and integration services for all our software solutions, to ensure that our solutions **seamlessly integrate** into client's existing technology environments. In addition, we offer custom software development and integration services to meet unique customer software requirements.



### INFRASTRUCTURE SOLUTIONS

Hosting and Database Services

Our infrastructure service offering ensures that our clients have the required hardware, operating system support and database services and that their hosting **environments are aligned** to fulfil requirements and technology capabilities.

## WORKFORCE MANAGEMENT

Security and Service managers are under pressure to ensure that their labour forces are utilised as efficiently as possible, in order to minimise wage related expenses diminishing margins. There is an additional requirement to ensure that clients receive the level of service they are paying for.

Adapt IT's superior workforce management software provides the information that all security, services and labour managers need to sell and manage labour hours and shifts at maximum efficiency.



# WORKFORCE MANAGEMENT

## OUR VALUE PROPOSITION



### Achieve more.

Adapt IT's workforce management tools and systems empower security, services and labour managers to drive efficiencies, by automating tedious rostering and attendance processes. Reports provide the information that is necessary for managers to make timely decisions which enhance service delivery and efficiency.

### Our Solution

Our workforce management software solution provides the tools for managers to ensure that they roster and post the correct number of employees, of the correct grade/rank, to the correct sites, limiting overtime and non-productive time to improve profitability at each site.

### Why Adapt IT

Adapt IT focuses on specific industries that manage and sell man hours, instead of simply being generic to all industries. Many of the reports provided in our solution have been developed with a view to provide information required by the Human Resources department as well as the Operations department, thus making all employee information accessible to relevant and authorised personnel.

# WORKFORCE MANAGEMENT OFFERING

## OUR PRODUCTS AND SOLUTIONS



### SOFTWARE SOLUTIONS

Shift Management



#### EasyRoster

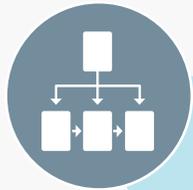
EasyRoster has been built to help employers roster and post the **correct number of employees** of the **correct skill, grade or rank**, for the **correct shifts**, at the **right locations** as per contractual requirements. The scheduling (rostering) of personnel shifts as well as the capturing of actual attendance details is done per location and may be done either manually or automatically. The details of each site/location and employee are captured and maintained in EasyRoster, with **a consolidated view** of management information accessible to Operations, Finance, Sales, Human Resources and Logistics.

The software is **highly flexible**, allowing for the creation of **customised business rules** according to client requirements such as:

- Shift type definitions
- Wage rules
- Grades/Rank
- Allowances
- Earnings etc.

# WORKFORCE MANAGEMENT OFFERING

## SERVICES AND INFRASTRUCTURE



### SERVICES

Adapt IT Workforce Management provides implementation, customisation, development and integration services for all our software solutions, to ensure that our solutions **seamlessly integrate** into client's existing technology environments. In addition, the team offers **custom software development** and integration services to **meet unique customer software requirements**.

Training

Our team provides **training** on the use of EasyRoster taking operational procedures into account.

Support

Adapt IT provides **remote and on-site support** on EasyRoster related issues.

Implementation

Our team provides assistance with the **pre-loading of customer data** and process definitions.

Labour Efficiency Consulting

Adapt IT is able to provide **expert knowledge to assist customers** to run their labour intensive operations as efficiently as possible.



### INFRASTRUCTURE SOLUTIONS

Hosting and Database Services

Our infrastructure service offering ensures that our clients have the required hardware, operating system support and database services and that their hosting environments are **aligned to fulfil requirements** and technology capabilities.

## FINANCIAL SERVICES

Finance professionals need to drive profitability and value-add services, while adhering to the highest levels of compliance, evolving regulatory standards, transparent reporting and driving good governance.

Our complete solution - comprising of software, implementation and training ensures that finance professionals are equipped with innovative financial software solutions that are compliant with all country specific disclosure requirements.

FINANCIAL SERVICES

Financial Reporting

Assurance

Tax

Secretarial

Time and Billing

Global Trade

Transfer Pricing

Compliance Learning

Regulatory Intelligence

Legal Solutions

Bank Confirmations

# FINANCIAL SERVICES

## OUR VALUE PROPOSITION



### Achieve more.

CaseWare Africa's tools and systems empower finance professionals, to drive efficiency by automating tedious assurance and reporting processes across numerous engagements. Through this solution, finance professionals are provided with peace of mind and optimised workflows that facilitate high-quality engagement outcomes, faster.



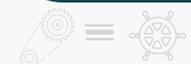
### Our Solution

Adapt IT offers software solutions that automate the production of financial statements, streamline assurance engagements, as well as practice management, secretarial work and tax management. Clients are provided with peace of mind through our software's updated standards and compliance.

Through training, consulting and customisation we ensure that our clients always get the most out of the solution.

### Why Adapt IT

Adapt IT Caseware provides a full range of professional services and "best of breed" solutions to over 20 000 users, spanning from audit to tax and secretarial. The partnerships we have with leading content providers ensures that our solutions are always updated and that our clients are compliant with the latest accounting and assurance standards.



# FINANCIAL SERVICES OFFERING: CASEWARE

## OUR PRODUCTS AND SOLUTIONS



### SOFTWARE SOLUTIONS

Secretarial Management

Financial Statements

Auditing Solutions

All-in-one Tax Solution

Document Cloud

Billable Hours



#### Financial Reporting

Tools that drive **efficiency, accuracy and compliance** through the automation of financial statements, associated notes and accounting policies. It includes a **flexible framework** that can evolve with expanding market needs, reporting standards and legal requirements, local market requirements and newly introduced reporting requirements and legislation.



#### Assurance

Solutions that facilitate the application of audit methodology in line with international auditing standards. **It enables automation, efficiency, compliance and collaboration.** The tools further automate integration with financial statements, driving significant time-saving in the planning phase.



#### Tax

**Holistic** tax practice management for corporate, individuals and trust tax submissions. Tools that enable **tax practitioner empowerment** through streamlining activities to get more done faster. Tax specific tools that facilitate importing, calculating and submitting provisional and annual tax returns to the receiver of revenue. The software solutions further **enable collaboration** between practitioners and taxpayers.



#### Secretarial

A single solution that provides holistic secretarial process management and a **unified view of all secretarial tasks** in order to stay on track until conclusion. The software enables Secretarial workflow management automation of all tasks involved in ensuring all CIPC requirements are met. Tools and integration that allow for collaboration between the secretarial professional and the customer.



#### Time and Billing

Time and expense tracking tools for practices **facilitating simple monitoring** of time spent, as well as **accurate and efficient billing** of customers, driving profitability.



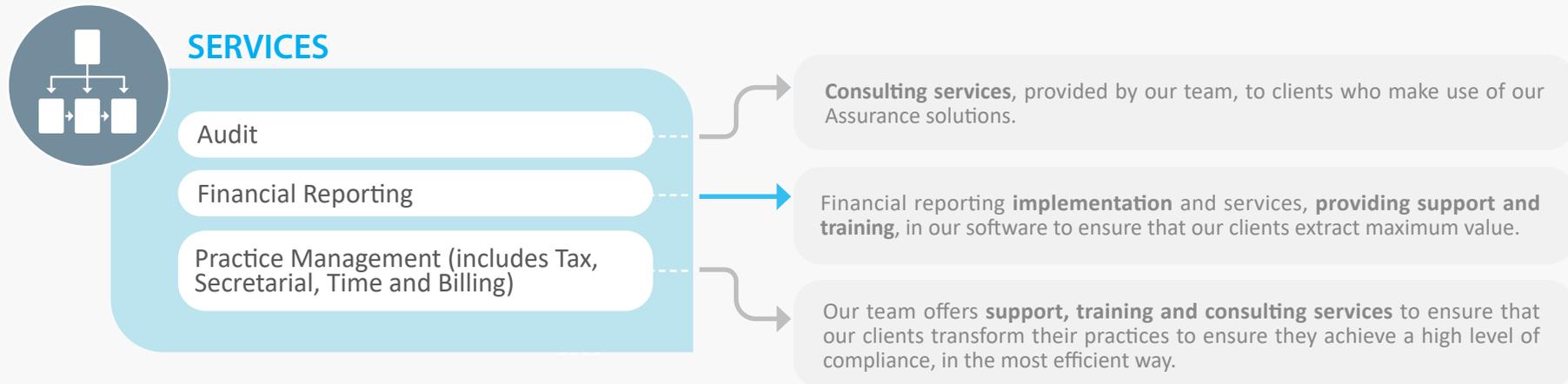
#### Cloud Engagements

**Cloud based collaboration** including dashboard, task workflow and visualisations - this facilitates a multitude of engagements between various entities, providing for online document management and storage.



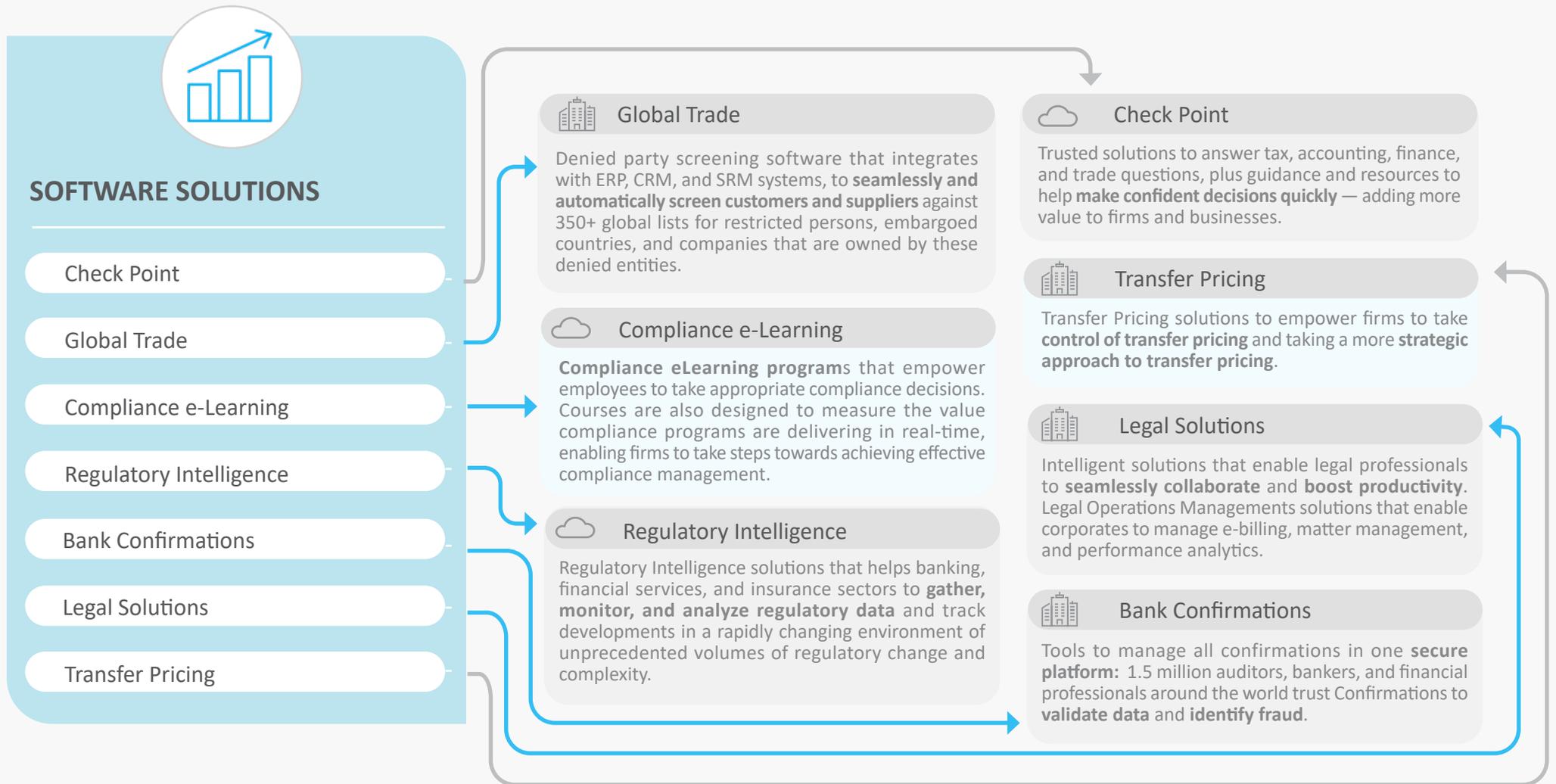
# FINANCIAL SERVICES OFFERING: CASEWARE

## SERVICES



# FINANCIAL SERVICES OFFERING: THOMSON REUTERS

## OUR PRODUCTS AND SOLUTIONS



## ENERGY

The Energy Oil and Gas (O&G) market in Africa is experiencing volatility and many challenges in their ability to service demand at an efficient cost to serve.

The market needs partners that understand the complexity of Energy O&G business operations that support the optimisation of the Supply Chain.



# ENERGY

## OUR VALUE PROPOSITION



### Achieve more.

We offer a multitude of industry tailored solutions across the Oil and Gas value chain, that enable our clients business transformation journey, while optimising their Supply Chain. Through these solutions, coupled with our deep industry expertise and experience, we help O&G professionals automate, digitise and streamline their business processes, and ensure appropriate controls, high availability and effective management of their business.



### Our Solution

We offer the full spectrum of advisory, build, implementation and support services, through a dedicated team of experienced professionals.

Our solutions seamlessly integrate between ERP, Terminal Automation and Management, Fleet Management and Routing, Warehousing and Fuel Retail Network Management.

### Why Adapt IT

Adapt IT are experts in the design, implementation and support of SAP and other leading Supply Chain solutions in Africa and globally, within the O&G sector. With deep industry knowledge and expertise, we provide thought leadership, innovation and digitisation – with premier solutions available to companies operating Refineries, Bulk Fuel Distribution as well as Storage and Warehousing, all the way through to Retail and Commercial.

As a full spectrum SAP partner in the O&G sector, Adapt IT boasts deep sector focus and knowledge, offering niche solutions and services within O&G. Furthermore, we are a Lead Terminal Automation software provider and implementer in Africa with extensive expertise and highly skilled functional and technical consultants in Downstream O&G. We have key partnerships with Global leaders - SAP, TechnipFMC and ORTEC. Our team has industry expertise in large-scale SAP and Supply Chain solution implementations and we are confident that we can meet our client's niche requirements.

# ENERGY OFFERING

## OUR PRODUCTS AND SOLUTIONS



### SOFTWARE SOLUTIONS

A full spectrum SAP Partner in Africa

Oil & Gas Business Management Solution

Automated Fuel Terminal Operations



#### SAP Solutions

Adapt IT is a **full spectrum SAP Partner in Africa**, offering end-to-end SAP solution implementation, consultation and support across multiple industries. Our innovative ERP, analytics, advanced Human Capital Management, Payroll, SAP Enable Now, and S/4 HANA migration solutions, not only streamline business processes but can be cloud, mobile or premise-based, depending on our client's specific business needs.



#### Oil-in-One

An industry leading, **turn-key Business Management Solution** powered by SAP, for large and mid-sized O&G enterprises, with pre-configured best practice O&G business and system processes. The solution enables simplified, reduced time to value and cost-effective SAP implementations.



#### FUEL-FACS+

TechnipFMC FUEL-FACS+ (Terminal Automation and Control Solution), the world leading facility business management system, provides **fully automated fuel terminal operations** by managing every aspect of product movement. Adapt IT Energy is an Authorised Technical Representative of TechnipFMC, the leading provider of measurement and automation solutions.

# ENERGY OFFERING

## OUR PRODUCTS AND SOLUTIONS



### SOFTWARE SOLUTIONS

Infrastructure and Applications for Fuel Marketers

Advanced Supply Chain Planning, Transport and Distribution

POS Technology, Software and Retail Automation



#### ARMS

ARMS (Adapt IT Remote Management Systems) is a **system-agnostic automated support and maintenance companion** which enables high availability and performance of IT infrastructure and applications for Fuel marketers with large distributed networks.

#### ORTEC

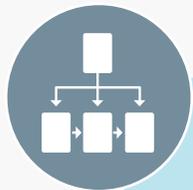
Adapt IT is an Africa partner for ORTEC – a world leader in mathematical optimisation software and advanced analytics for digital supply chains. ORTEC provides **sophisticated and comprehensive Advanced Planning, Transport and Distribution solutions**. Key amongst these class leading solutions we deploy in partnership with ORTEC are Warehouse Automation, Packing and Loading Optimization, Tactical Routing and Dispatch, Inventory Routing, Supply Chain Design and Field Service Optimization.

#### Fuel Retail Solutions

A comprehensive portfolio of Point-of-Sale (POS) technology, **software and retail automation** solutions that **drive efficiencies** by accelerating the checkout process and improving convenience for both retailers and consumers. Working in close collaboration with global and regional petroleum and convenience customers, we offer a unique ecosystem based on proven technologies and services, setting new standards for unified retail platforms and innovative applications and services.

# ENERGY OFFERING

## SERVICES AND INFRASTRUCTURE



### SERVICES

Industry Specific Advisory Services

Managed Services

Adapt IT deploys **highly skilled sector and solution specialists**, across O&G, Consumer Packaged Goods, Supply Chain and SAP Industries into the Africa market. Through a managed service, we provide talent acquisition capability and **experienced sector and solutions focused resourcing** to meet the skills demand and requirements of our clients.

Adapt IT Energy operates a **fully integrated Service Management Centre** that provides business, application and technical support services. Services are highly configurable based on customer requirements and include:

- a 24x7x365 manned service desk
- multi-lingual support provided locally and globally
- highly experienced O&G industry experts
- local and global support experience
- business process and technology expertise in supply chain value chain solutions
- business process outsourcing



### INFRASTRUCTURE SOLUTIONS

Fuel Retail Solutions

SAP Partner Managed Cloud

Managed Hosting Services

A comprehensive portfolio of **Point of Sale (POS) technology, software and retail automation** solutions that **drive efficiency** by improving the retailer and consumer experience through accelerated checkout. Our unique ecosystem, based on proven technologies and services, sets new standards for unified retail platforms and innovative applications and services.

Adapt IT is the **leading SAP PMC (Partner Managed Cloud) provider within Africa**. Adapt IT PMC allows our customers to have the benefits of a cloud solution without the challenges of cloud. We provide our customers with a dedicated instance where the environment and data belong to the client. This **instance is accessible anywhere** through locally installed SAP GUI interface.

Adapt IT's Managed Hosting Services is designed to comprehensively support our clients unique business needs. Our **certification in both hosting and cloud services**, means that we can deliver exceptional solutions including guaranteed quality services, support and monitoring, hardware administration, server hardware and storage, data centre infrastructure, database administration as well as operating system administration.

# TELECOMMUNICATIONS

Telecommunication operators are constantly looking for innovative ways to stay ahead of their competitors in an operating environment that is constantly evolving.

Our solutions reduce the pressure on cash flow and margins while adding value through go-to-market features and quick investment returns. They are cloud and security ready, dynamic and flexible, and provide actionable intelligence to grow our clients market share.

## Customer Experience & Mobility

CCSS  
Corporate Customer  
Self-Service Portal

## Advanced Analytics

CDRlive  
Advanced Analytics Platform  
VISION  
Law Enforcement and Regulatory  
Monitoring Platform.

## IoT

Asset Tracking & Management  
Orphan SIM Management  
LBS- Location Based Services  
APN/Data Management

## Next-Gen VAS v.Services

Multi-VAS Secure  
Integration Platform

## Fintech

Mobile Wallet  
KYC (Know Your Customer)  
AML – Anti Money Laundering  
MFS – Mobile Finance Analytics

# TELECOMMUNICATIONS

## OUR VALUE PROPOSITION



### Achieve more.

We help our clients Achieve more through a fully integrated, hardware, network and vendor agnostic product and platform. Supported by skilled professionals and designed to enhance and anticipate our clients business needs, this solution is built through a culmination of 20 years of deep industry developmental insights, from multiple network operators, corporate and enterprise environments.

### Our Solution

Adapt IT Telecoms offers products and solutions across a Mobile Network Operator (MNO) Core Network, from Next-Gen Value Added Services through to Data Analytics and IoT Management. Our solutions offer a high return on investment through neatly packaged, scalable, resilient, carrier grade and fully integrated software suites.

Our cloud-ready platforms, using Application Programming Interface (API) integration, can be deployed on any hardware, streamlining and accelerating integration with diverse network architectures. We continue to provide long-term delivery and support into global tier 1 mobile network operators, with over 2 500 corporate and enterprise end-user customers.

### Why Adapt IT

With a proven suite of telecoms focused software solutions, Adapt IT Telecoms provides network operators with an integrated and interoperable platform on which they can implement any one of our proven software modules. These modules can operate independently of each other or harmoniously with other third party solutions, thus making Adapt IT Telecoms a practical consideration for any and all network operators who are considering their options in this exciting, but never static environment.

# TELECOMMUNICATIONS OFFERING

## OUR PRODUCTS AND SOLUTIONS



### SOFTWARE SOLUTIONS

Fraud Prevention

Customer Experience & Mobility

Advanced Analytics

Next-Gen VAS & Internet of Things

Data Management

Fintech

#### CCSS (Corporate Customer Self Service)

By collecting and analysing mobile consumer data, the Customer Experience portal empowers users to **communicate, collaborate, and make data-driven business decisions**. Operators and organisations are better equipped to provide a satisfying experience for their corporate and enterprise customers.

#### CDRlive

CDRlive's **Advanced Analytics** platform **collects, processes, stores and interprets BIG DATA** into meaningful Business Intelligence.

#### v.Services and IoT

**Multi-VAS Secure Integration Platform**. The system allows network operators to **use, build on, experience and leverage its core network integration competence**. Network operators are able to utilise the complete platform's capabilities, as well as its unique **Enterprise Mobility and Internet of Things (IoT) enablement services**.

#### VISION

VISION enables Law Enforcement Agencies and Network Regulators with the **relevant dashboards and reports**, required to monitor illegal mobile activities across multiple network operator platforms. VISION also provides the relevant data required to monitor and **manage network operator's quality of service delivery** for Regulatory Authorities.

#### FINTECH

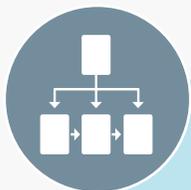
A disruptive, digital FINTECH solution that creates a new market and value network – offering a **broad range of simple, seamless transaction capabilities**.

#### DATA MANAGER

**Data Manager** enables network operators to offer and monetise a data management service to their end-user customers without having to manage any complex setups, configuration or integration into the primary network.

# TELECOMMUNICATIONS OFFERING

## SERVICES



### SERVICES

Software as a Service (SaaS)

Managed Services

Advanced Analytics Consulting

Customer Experience and Digitisation

APN-as-a-Service

Our team provides support, training and consulting services to clients who make use of our tailored Telecoms Self-Service/ Self-Care Portal ERP platform to ensure that the solution and all features are used to **maximise return on investment**.

Managed Services provides network operators with an **end-to-end support** and management offering integrated with an **enriched platform experience**.

Our Industry experts **provide enriched analytical analysis** of network data and produce valuable insights and answers to complex questions, queries and what-if scenarios.

We are focused on the **digitisation of the online customer engagement**, which is critical to customer retention and achieving Net Promoter Score (NPS) targets.

The Connectivity-as-a-Service offering includes capabilities for **Wholesale, Reseller and Corporate** management for **Enterprise Mobility** and **IoT-enablement** services.

## HOSPITALITY

### OUR VALUE PROPOSITION

In the Food and Beverage market survival depends on availability. Solutions need to be agile, providing online applications, web and third-party integration in order to maintain ownership over costs and production, while improving quality, speed and customer service.

In a similar way the Hospitality industry requires solutions that give insight into their guests, the tools to optimise revenue or occupancy levels and separate themselves from the competitor. End users also require inter-connected solutions that allow them to be nimble and reactive to changing market conditions.

We offer a stable, reliable technology platform that enables growth and provides seamless and exceptional guest experiences. Our solutions enable clients to utilise reporting to see what is happening at each location, further providing support for delivery as well as user revenue-generating options.



#### Point of Sale

- RES 3700
- Symphony 2
- DriveThru

#### Property Management

- Opera 5
- Opera Cloud

#### Reports & Analytics

- My Micros
- My Inventory
- My Labor

#### Retail Point of Sale

- Baikingu

#### Payment Processing

- WestPay

#### Loyalty

- TNG



## Achieve more.

For over 20 years, Micros South Africa has provided end-to-end, fit for purpose hardware, software, Software-as-a-service (SaaS) and consulting services to the Food & Beverage and Hospitality industries.

Our market leading product offerings and solutions provide unrivalled reliability and stability, while giving restaurant professionals and hospitality providers improved control, detailed information and seamless interconnectivity.

## Our Solution

Micros South Africa offers cloud and on-premise food and beverage and hospitality solutions, that improve control through offering a single view into multi-site, multi-concept and varying locations.

We provide accurate and actionable data that allows clients to make effective and timeous decisions to improve efficiency and service, enabling our clients to maintain their competitive advantage in a fast-paced environment.

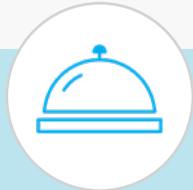
## Why Adapt IT

As South Africa's leading industry solutions provider we are on call 24/7 and pride ourselves on delivering outstanding service with unparalleled expertise.

We assist our clients to improve their businesses through service, controls and enhanced efficiency.

# HOSPITALITY OFFERING

## OUR PRODUCTS AND SOLUTIONS



### SOFTWARE

Cloud Restaurant Management Platform

Cloud and Mobile Restaurant Point of Sale Platform

On-premise Package for Restaurant Operators

Cloud Hotel Management System

On-premise Hotel Management System

#### Symphony 2

A Premiere cloud and mobile restaurant Point of Sale (POS) platform, with back-office functionality to support a wide range of food and beverage operations with:

- Point of Sale
- Mobile devices
- Kitchen display screens
- Reporting & Analytics

#### Reporting & Analytics

A Premiere cloud restaurant management platform, providing enterprise back-office functionality to support a wide range of food and beverage operations with:

- Sales Reporting
- Inventory Management
- Labour Management

#### RES 3700

An on-premise solution, currently used in thousands of food and beverage outlets around the world. Known for its **extensive functionality, configured to our clients businesses requirements**. Oracle Hospitality RES 3700 offers the complete on-premise package for restaurant operators and is fully integrated into our cloud back office solution for those customers requiring an enterprise solution, including:

- Point of Sale (POS)
- Reporting
- Inventory Management
- Labour Management
- Loyalty
- Delivery
- Financial Management

#### Opera 5

A full-featured, hotel management system that enables world-class guest service and increases operational efficiency across hotel properties.

Opera 5 covers all aspects of hotel management including:

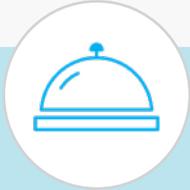
- Property Management
- Central Reservations
- Sales and Catering
- Channel Management
- Web Site Integration.

#### Opera Cloud

An enterprise platform for **hotel operations and distribution**. It offers comprehensive, next-generation capabilities for enhanced guest experiences and improved operating efficiencies.

# HOSPITALITY OFFERING

## OUR PRODUCTS AND SOLUTIONS



### SOFTWARE

Loyalty

Retail Cloud POS

Payment Processing



TNG

A **customer loyalty solution** that has been specifically tailored for the Hospitality and Wellness industries. It manages all guest activities and can be linked to **advanced loyalty functions**. The software enables:

- Cashless payments
- Smart reservations, resource optimisation and commission calculation for spa's
- Discounts, bonuses and guest preferences for restaurants



Baikingu

A Cloud-based retail management system that combines all elements required to deliver a more **unified commerce experience**. The product enables:

- Stock Management
- Purchase Management
- Gift Card Payments
- Central Price Management
- Labour Management
- Mobile Point-of-Sale Application



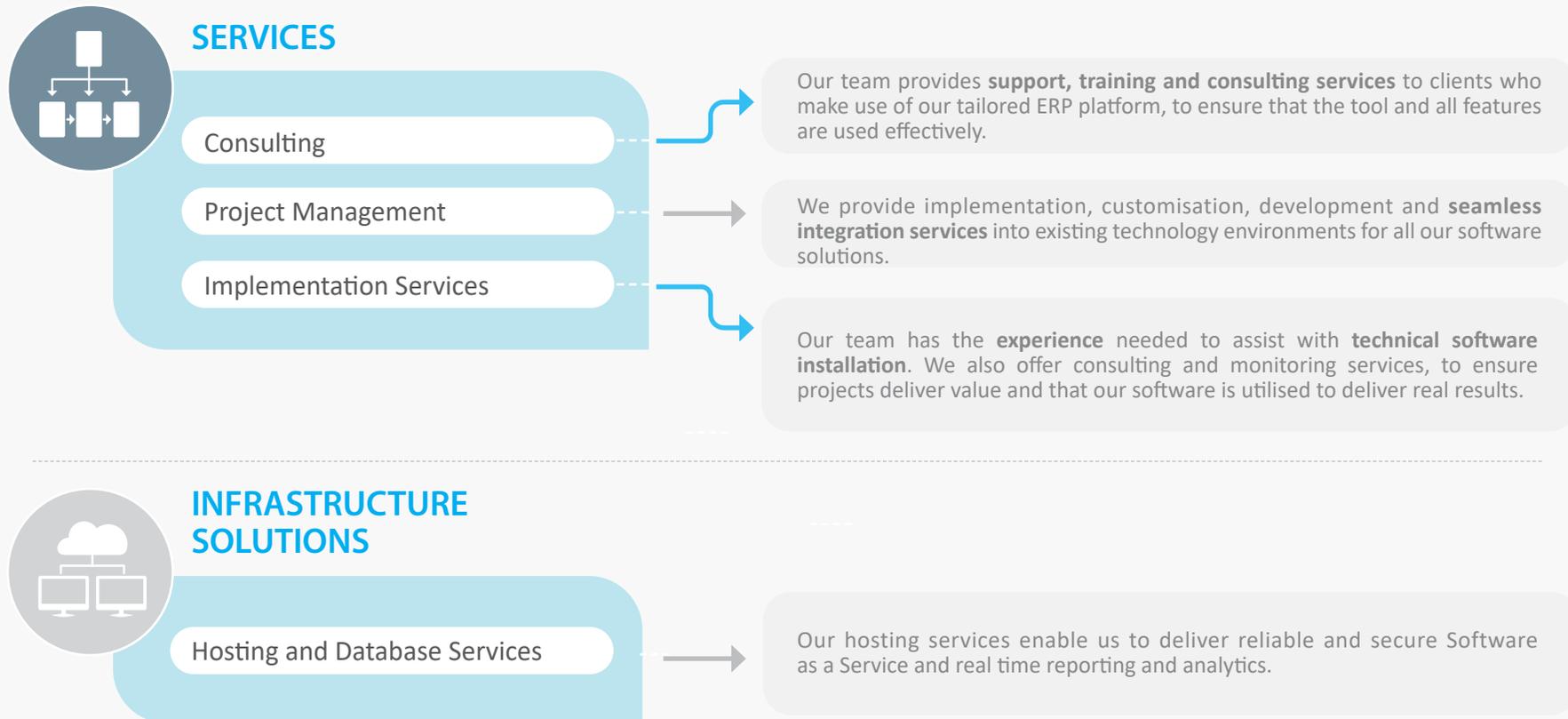
WestPay

A **full-service fintech and payment solution** that offers services and solutions that enable, simplify and amplify the overall payment experience. The solution supports:

- Pay-at-a-table
- Pay at counter
- Pay-at-a-scooter

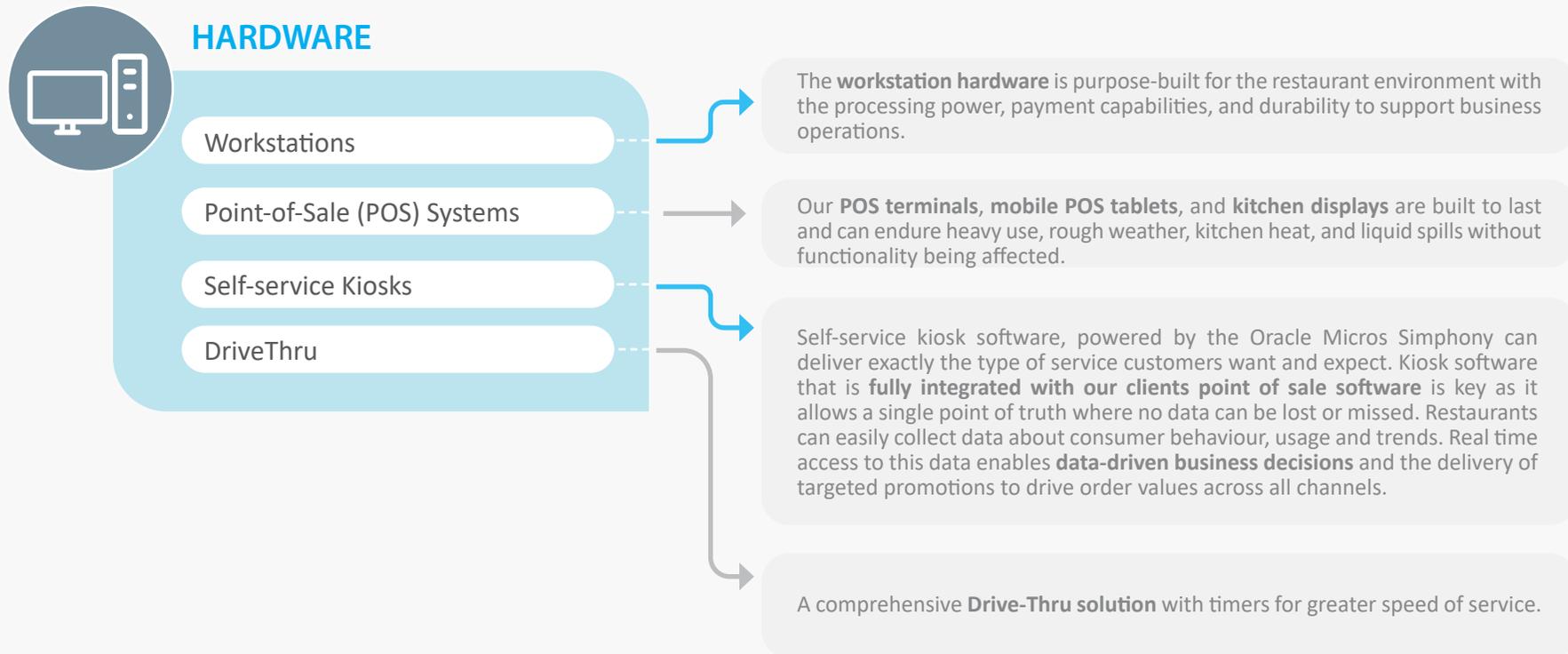
# HOSPITALITY OFFERING

## SERVICES AND INFRASTRUCTURE



# HOSPITALITY OFFERING

## HARDWARE



## PUBLIC SECTOR

### OUR VALUE PROPOSITION

National, Provincial Department and State-Owned Entities (SOEs) are under increasing pressure to provide efficient and cost-effective solutions to the communities they serve. The sector has seen an increased requirement for transparency and technological innovation, central to public support and trust.

The software solutions that Adapt IT has on offer enable various public entities to enhance their operations in a more strategic and value-adding way. The solutions on offer encourage productivity, enhance capacity constraints and improve service delivery.



# PUBLIC SECTOR OFFERING



## Achieve more.

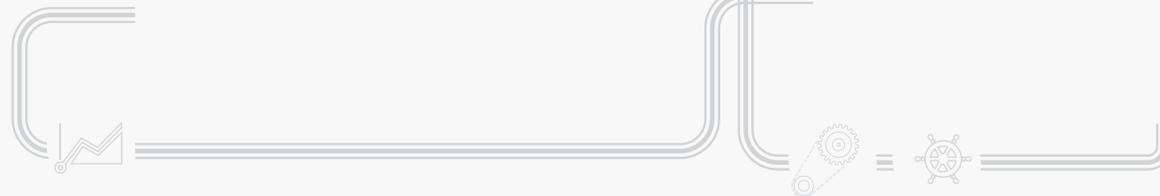
Our Public Sector team provides best practice solutions and customised software aimed at improving efficiency and service delivery for National and Provincial departments and SOE's. Adapt IT also focuses on solutions tailored for Metros, District and Local Municipalities.

## Our Solution

The Public Sector team provides best practice solutions and customised software as per our client's specifications, aimed at improving efficiency and service delivery by improving people skills (resource capacitation), re-engineering business processes (SOPs and BOPs) and advancing technology (digitisation and 4IR). Adapt IT's solution offerings also conform to Government Legislative compliance requirements (i.e. National Treasury mSCOA, Regulations, PPFA, PFMA and MFMA Acts).

## Why Adapt IT

The division has over 5 years experience in implementing and running large scale projects (i.e. IT and Operations PMO). The team is well versed in managing, executing, implementing and supporting projects in terms of size and complexity. Our team is fully qualified and equipped to assist in implementing and running our client's Programme Management Office (PMO) from tool selection to implementation in line with all governance and infrastructure frameworks as stipulated by DPSA.



# PUBLIC SECTOR OFFERING

## OUR PRODUCTS AND SOLUTIONS



### SOFTWARE

GWEA

Programme Management Office (ePMO)

Enterprise Performance Management for Municipalities

Business Analysis, Intelligence & Reporting

#### Programme Management Office (ePMO)

The PMO solution aligns Public Sector organisations strategic objectives and defines the Project Management structure whilst ensuring **cost efficiencies**. The various PMO models available to Public Sector institutions **enable faster services** with **increased efficiencies**, and include:

- **Supportive PMO:** The model provides support in the form of on-demand expertise, access to information and expertise on other projects.
- **Governance PMO:** This model assumes that the PMO is responsible for defining and controlling use of methodologies, standards, templates, and policies related to project delivery.
- **Directive PMO:** This model is accountable for the project management function within the company and is responsible for providing program and project management resources to run projects.

#### Enterprise Performance Management (EPM) for Municipalities

Adapt IT's EPM for Municipalities solution provides for **budgeting, planning and forecasting with advanced analytics** specifically for municipalities. Adapt IT's EPM solution and strong backing of our consultants deep domain and technical expertise enable our clients to **deliver accurate**, driver-based budgets and forecasts.

#### GWEA

The Government-Wide Enterprise Architecture Framework (GWEA) is legislated by the Public Service Act (PSA) and Public Service Regulations (PSR) via the Department of Public Service and Administration (DPSA). It defines the minimum standard by which to use an Enterprise Architecture (EA) approach to develop and construct National and Departmental ICT Plans and Blueprints in the Government of South Africa.

Adapt IT uses the Qualiware platform as a **proven enabler** and **accelerator** in implementing GWEA to **leverage the benefits** of implementation, and to **ensure compliance** with the PSA and PSR.

#### Business Analysis, Intelligence & Reporting

Our expertise in Microsoft services (i.e Power BI and SharePoint) enable organisations to define, **automate and optimise** their business processes through standard platform functionalities. The **seamless integration** with third party solutions enable advanced workflow processes and dashboard reporting, for **effective feedback** reporting to business.

A man wearing a white hard hat and a light blue button-down shirt is standing in a factory or industrial setting. He is holding a laptop and looking towards the right. The background shows industrial machinery and overhead lights.

## MULTIPLE INDUSTRY OFFERINGS

### OUR VALUE PROPOSITION

Adapt IT offers specialised software solutions to specific industries, however, many solutions are applicable to multiple industry sectors. These solutions enable cost reduction and optimisation, technology usage analysis, enhance capacity constraints and improve productivity. These software solutions enable both private and public sector organisations to enhance their operations in a more strategic and value-adding way.

## SAP

### OUR VALUE PROPOSITION

Adapt IT is a full spectrum SAP Partner in Africa, offering end-to-end SAP solution, implementation, consultation and support across multiple industries. Our technical knowledge of SAP covers a wide range of modules and solutions. Our industry specific fast start templates can be cloud, mobile or premise-based, depending on our clients specific business needs.

# SAP



## Achieve more.

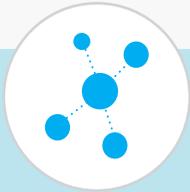
Adapt IT's global presence and deep industry expertise allow us to offer niche solutions across various sectors in a customised way. Through our array of SAP offerings, coupled with extensive industry experience and our highly skilled professional team, we assist organisations in optimising, automating and digitising their supply chain and business processes.

## Our Solution

Adapt IT offers customised holistic SAP solution implementation, consulting and support in Africa as well as globally to multinational companies across various industries. Our SAP capabilities cover a wide range of modules and solutions, and we are adept at advanced technical and functional levels. At present, Adapt IT operates and provides solutions into a multitude of sectors, including Energy, Mining and Manufacturing, Financial Services, Hospitality, Telecommunications, Education and Public Sector.

## Why Adapt IT

Adapt IT has deep sector knowledge, focusing on niche markets. Within each sector, the Adapt IT SAP offering is holistic and specialised. We promote and facilitate full integration into SAP, while enhancing and extending SAP solutions to provide more value to customers. While Adapt IT is a SAP certified AMS provider, and the only SAP certified BPO provider in Africa, we also boast the largest pool of Supply Chain specialists and consultants in South Africa within the Oil and Gas Manufacturing sector.



### ERP & Finance

SAP Business ByDesign

SAP S/4 HANA

SAP Business One

#### ☁ SAP S/4 HANA

SAP S/4HANA is an intelligent ERP, enabling companies to deliver the ultimate **customer experience**, through the power of the intelligent enterprise. An intelligent ERP makes it possible for companies to **adapt and scale with the agility** needed to stay at the forefront of ever-shifting markets. Adapt IT provides a complete choice of landscape options to meet your customer's business needs, namely on premise, cloud and hybrid solutions.

#### ☁ SAP Business ByDesign

SAP Business ByDesign is a **comprehensive, fully integrated** business management solution delivered in the cloud. The solution is a core part of the SAP cloud portfolio and is specifically designed to provide SMEs with the benefits of a large-scale business management application without the need for a large IT infrastructure.

##### SAP Business ByDesign:

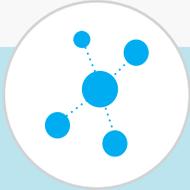
- Provides visibility
- Cloud-based, making it much more cost effective
- Grows with your business
- A solution that is quick to implement
- Ensures great value

#### ☁ SAP Business One

A solution that is used by tens of thousands of small and midsize businesses worldwide, the SAP Business One application offers an **affordable way** to manage an entire business – from sales and customer relationships to financials and operations. Sold exclusively through SAP partners, it helps companies **streamline processes, act on timely information, and drives profitable growth**. Every business is different, SAP Business One is designed with flexibility in mind and can be deployed on-premise or in the cloud, and can be accessed any time and from any place using a mobile app.

##### SAP Business One:

- Enables fast and easy access to **real-time information** anywhere in the system and at any time
- Helps our clients **reduce costs**
- Allows clients to run their business with a **single business management solution**
- Allows our clients to **maintain** their IT solution as their company grows
- Provides clearer, **instantaneous insights**
- Features the most powerful **proactive** business alert systems, ever developed for small and midsize enterprises
- Provides **one centralised data repository** to dramatically boost efficiencies by providing the right information to the right people at the right time and eliminates redundant data entry



### Digital Supply Chain

Analytics

Digital Supply Chain

Adapt IT HELP powered by Enable Now

HR

#### ☁ Digital Supply Chain

Digital Supply Chain enables customers to run increasingly complex supply networks and **achieve faster-than-fast responsiveness** with extended supply chain management. Our solutions cover everything from Extended Warehouse Management to SAP Transportation Management and more.

##### SAP Digital Supply Chain:

- Provides a **long-term advantage** in satisfying short-term demand with digital supply and response
- **Optimises fleet operations**, delivery and storage by providing the visibility that is required for efficient decision-making concerning logistics
- Provides **visibility and transparency** in operations that enable the **optimisation** of manufacturing processes

#### ☁ Adapt IT HELP powered by Enable Now

SAP Enable Now is a commercial **end-to-end** suite offering to collaboratively create, deliver, track and report learning content and user assistance content. It helps **boost productivity** and adoption while simultaneously **lowering operational expenses** across all processes and for all industries.

SAP Enable Now is an **agnostic solution**, it works for both SAP software as well as for non-SAP software.

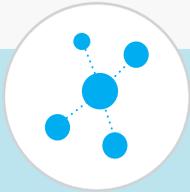
#### ☁ SAP Analytics Cloud

SAP Analytics Cloud is a new generation of cloud analytics **combining all capabilities**, including budgeting, planning, forecasting, predictive analytics and business intelligence in a **single software-as-a-service (SaaS) platform**. Customers can take advantage of a **modern, intuitive user experience** and **save time** by planning, analysing, predicting and collaborating in context.

#### ☁ HR

With over 20 years of Human Capital Management (HCM) experience, Adapt IT provides HCM Outsourcing, Consulting, Implementation, Hosting and Support services tailored to the needs, requirements and expectations of our clients business. We are able to help our customers **realise the value of Intelligent HR** with a complete Human Resource Management System (HRMS). The SAP SuccessFactors HCM Suite and individual human resource solutions can be leveraged as a full suite or standalone to fit the needs of companies of all sizes.

Adapt IT provides applications and solutions that support organisational management, people and transactions, payroll processing, HR shared services, and external workforce management.



### Packaged Offers

SAP HCM Spectrum

SAP Business One + Payroll & Leave

Oil-in-One

Partner Managed Cloud

#### ☁️ SAP Business One + Payroll & Leave (B1PL)

Our SAP Business One offering connects every person and process from Finance to Payroll, Leave and HCM to Procurement and Inventory into an integrated method that can **scale efficiently, control cost, manage compliance** and assist our clients in making **quick decisions** required to run their businesses. The SAP B1PL offering is fast a start, pre-configured, hosted, SAP Human Capital Management (HCM) Solution **fully integrated** into SAP Business One. This **cost-effective** application takes the guesswork out of our clients growth strategies, allowing them to focus on what's important.

#### ☁️ Oil-in-One

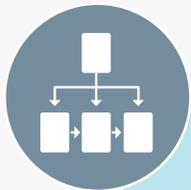
This turn-key Business Management solution boasts **pre-configured best practise** Oil & Gas (O&G) business and system processes. Powered by SAP, the solution is ideal for large and mid-sized O&G enterprises who want to **simplify, reduce time to value and utilise cost-effective SAP implementations**, thereby removing inefficiencies in the supply chain value chain. This software platform and ecosystem is poised to help our clients **gain insight and agility**, closing the gap between strategy and execution.

#### ☁️ SAP HCM Spectrum

With over **20 years of HCM experience**, Adapt IT provides HCM Outsourcing, Consulting, Implementation, Hosting and Support services tailored to the needs, requirements & expectations of our clients business. Through our HCM Business Prices Outsourcing (BPO) solution, we offer **efficient, cost-effective and legally compliant delivery of core HCM and Payroll functions**, allowing our HCM customers to focus their efforts on driving the transformational aspects of their strategic imperatives. The HCM Solution-as-a-Service model enables companies to have access to HCM as a pay-as-you-go service with no upfront investment capital needed for our clients infrastructure or software requirements.

#### ☁️ Partner Managed Cloud (PMC)

PMC allows our customers to have the benefits of a cloud solution without the challenges of cloud. We provide our customers with a **dedicated instance** where the environment and data belongs to the client. This instance is accessible anywhere through locally installed SAP GUI interface and is a bridge to pure cloud for business. By using Adapt IT's SAP Partner Managed Cloud, businesses obtain their entire landscape from Adapt IT. Adapt IT buys the relevant software license from SAP and packages it with other software, managed services, cloud hosting, customisation and/or other services into a complete SAP cloud solution, which is then leased to the customer. This **simplifies the process** of finding the right provider and landscape, allows the customer to transfer fully to an operational expenditure (OPEX) solution and generally provides **substantial savings** over other pricing models.



### SERVICES

#### SAP Certifications

Adapt IT is a **certified SAP Application Management Services (AMS), SAP Hosting and the only SAP certified BPO provider in Africa**. Our SAP Support operation is audited by SAP Germany regularly and we hold the following accreditations:

- SAP-Certified Provider of Hosting Operations
- SAP-Certified Provider of SAP HANA Operations
- SAP-Certified Provider of Cloud and Infrastructure Operations
- SAP-Certified Provider of Application Operations for SAP Business Suite
- SAP-Certified Provider of Application Operations for SAP SuccessFactors solutions
- SAP-Certified Provider of BPO Operations

## ENTERPRISE PERFORMANCE MANAGEMENT (EPM)

Our solutions and expert consultants don't just help our clients interpret their financial information, but enable our clients to understand their expenses and to use this knowledge to make sound, fact-based business decisions.

We assist in the integration of disparate financial data leading to:

- Improved budgeting and forecasting
- Detailed expense analysis and monitoring
- Accurate indirect cost allocations
- Reliable consolidated financial results
- Advanced analytics and reporting

Our clients are secure in the knowledge that they are using their assets efficiently and effectively, thereby freeing up budget to innovate.

Streamline Technology Expense  
Streamline Mobile  
Streamline Usage

Streamline SIP Fraud Prevention and Detection  
Streamline On Bill  
Streamline IT Assets

Enterprise Performance Management



# ENTERPRISE PERFORMANCE MANAGEMENT

## OUR VALUE PROPOSITION



### Achieve more.

Our technical solutions coupled with real-world experience and subject matter expertise provide our customers with strategic insights and recommendations they are able to practically apply to their operations. This results in tangible results and improvements to the bottom line.

Our Enterprise Performance Management application ecosystem lets us deliver value across our clients business by focusing on business, financial and operational processes which are within our ambit of expertise.

These include realising cost-savings through expense management analytics of both infrastructure and services in our clients technology stack. This provides our clients with insights into understanding the drivers of their business on which their budgeting, planning and forecasting rests. These flow through the financial value chain into statutory and management consolidation requirements and are fully complemented by an integrated advanced analytics engine available 24/7 in the cloud.

EPM

### Our Solution

Adapt IT specialises in improving finance operational efficiency across our clients organisations – from back-office invoice dispute management to core strategic initiatives upon which our clients business success depends.

Our services are available across the world and available as a Service in most regions – all the while compliant with applicable data legislation.

- Clients can make their own or Adapt IT assisted choice of what technology to use for EPM
- Adapt IT clients can gain the most from their investment in leading EPM technology through our expertise in design, development, implementation deployment, maintenance and support.
- Clients can rely on us to ensure their telecom, technology and mobile expenses, usage and assets are efficiently managed.

### Why Adapt IT

Our pivotal role within the private and public sector has resulted in long-term business value which far outweighs our customers' financial investments in us. The aggregate savings our customers have recognized are in many cases astounding.

Over the past 35 years, we have developed over 50 market-leading products and solutions and we are continually evolving our products to work in an ever-adapting world.

Our offerings all focus on increased cost savings, better ways of managing financial performance and ensure that governance and control is not compromised. Our solutions increase visibility into our clients information so that our clients are able to make decisions backed up by facts and measurable against set objectives.

Our experienced consultants enabled with our purpose-built products help our clients realise the value they expect when they embark on partnerships with us to achieve their goals.

# ENTERPRISE PERFORMANCE MANAGEMENT

## OUR PRODUCTS AND SOLUTIONS



### SOFTWARE SOLUTIONS

Streamline On Bill

Streamline Expense Management

Streamline Mobile Expense

Streamline Usage

Streamline IT Assets

Streamline mAhead

Streamline SIP Fraud Prevention and Detection

#### Streamline Expense Management

Expense Management assists our clients in **optimising and understanding their expenses**. Our integrated solution allows clients to source invoice data via direct feeds from most major technology providers in South Africa, or directly from the vendor invoices. This gives our clients complete control to centrally audit, review and manage their technology vendors, contracts and services.

#### Streamline Mobile Expense

The platform's **seamless integration** with mobile carriers provides our clients with **transparency and insight** into their mobility costs, through an extensive examination of billing and usage of mobile devices.

#### Streamline Usage

Allows clients to **easily transform** their itemised usage data into **actionable insights** and in so doing, **better manage and control** usage behaviour in their organisations in respect of technology, telecommunications and cloud services.

#### Streamline IT Assets

Streamline IT Assets enables clients to **centrally maintain and monitor** the lifecycle of technology assets. It **simplifies the hassle** of managing allocation, availability and depreciation of assets while providing **seamless integration** with business systems.

#### Streamline On Bill

Streamline On Bill offers a white labeled, **multi-tenanted solution** that enables telecommunication service providers to on-bill their hosted voice and auxiliary services to their resellers and customers.

#### Streamline SIP Fraud Prevention and Detection

A hosted solution in the **cloud** that prevents a variety of telecom fraud attacks by **combating financial losses** from voice fraud and hacking attempts.

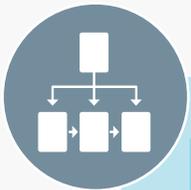
#### Streamline mAhead

Streamline Municipality (or Streamline mAhead) is a platform that guides municipalities for future activities and assists them to **achieve their service delivery mandate**. We are currently in the Fourth Industrial Revolution, where digitisation is the norm. In this competitive environment, Streamline Municipality offers **advanced analytics** and **scenario modelling** to help municipalities in South Africa to answer the question: *What can be done to improve municipal financial performance?*

EPM

# ENTERPRISE PERFORMANCE MANAGEMENT

## INTERNATIONAL EPM SUITES



### LEADING INTERNATIONAL EPM SUITES

Adapt IT's EPM solution provides for integrated budgeting, planning, forecasting and financial consolidation, coupled with advanced analytics. With our EPM solution, backed by our deep domain expertise and technical consultants, we deliver accurate, driver-based budgets – forecasting, consolidating and catering with ease for performance reporting across business units. These solutions are enabled by partnerships with leading EPM Technology Vendors.

BOARD

SAP Analytics Cloud

IBM

Board Enterprise Performance Management is a **new generation, totally zero-footprint, cloud-based** provider of EPM solutions whom Adapt IT has partnered with to develop **industry specific applications**. Board is an **all-in-one decision-making platform** which combines business intelligence tools with budgeting, forecasting, financial consolidation and predictive analytics capabilities. The platform is featured in three Gartner Magic Quadrants, it is highly praised in numerous other analyst reports, and repeatedly comes out as the top solution in customer reviews of BI and EPM solutions.

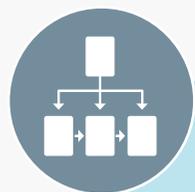
SAP Analytics Cloud is a new generation of cloud analytics **combining all capabilities** including budgeting, planning, forecasting, predictive analytics and business intelligence in a **single software-as-a-service (SaaS) platform**. Customers can take advantage of a **modern, intuitive user experience** and **save time** by planning, analysing, predicting and collaborating in context.

IBM offers **robust solutions** to address our clients EPM requirements with the following products:

- **IBM Cognos Analytics:** uncovers insights hidden in clients data and drives growth across our clients organisation
- **IBM Planning Analytics:** provides a single solution to automate planning, budgeting and forecasting for enterprises
- **IBM Cognos Controller:** supports the close, consolidate and reporting process.

# ENTERPRISE PERFORMANCE MANAGEMENT

## SERVICES



### SERVICES

Expense Management Consulting

Technology Audit Services

Enterprise Performance Management Consulting

Enterprise Performance Management Vendor Selection

Our business analysts and consulting team are **experienced financial, technical and industry subject matter** experts who understand the importance for enterprises to manage technology expenses. Indirect expenses under control mean that our clients can confidently cross-charge and recover cost centre spend. Our clients can then use the insight delivered by our expense solution to **realise savings** and **improve cost efficiencies from suppliers**.

Adapt IT's **understanding of supplier data integration, data management, business processes, policies and people**, and our global market leading technology offering means we are uniquely positioned to deliver an independent audit to enterprises.

Our **experienced EPM professionals understand the business drivers and processes** which can make it challenging to meet compliance demands and manage performance across diverse operations, functional areas, systems and geographies. Our team of EPM specialists provide clients with:

- Functional and technical expertise needed for transformation and support of Financial Consolidation and Reporting
- Strategic planning and execution measuring & monitoring
- Scenario Modeling; Predictive Planning; FP&A
- CAPEX Planning
- Workforce planning; Integrated Business Planning
- Rolling Forecasts
- Predictive Planning and Business Scenario Modeling and Analysis

Through our **extensive and relevant market experience with EPM solutions**, Adapt IT is in a unique position to assist our clients to define their EPM requirements and to evaluate and **match the correct technology** to best suit their organisation.

# CONTACT INFORMATION



## Adapt IT

**Website:** [www.adaptit.com](http://www.adaptit.com)

## Education

**Email:** [edu.elearning@adaptit.com](mailto:edu.elearning@adaptit.com)

## Energy

**Email:** [Energy@adaptit.com](mailto:Energy@adaptit.com)

## Enterprise Performance Management (EPM)

**Email:** [epm.enquiries@adaptit.com](mailto:epm.enquiries@adaptit.com)

## Hospitality

**Email:** [Sales@Micros.co.za](mailto:Sales@Micros.co.za)

## Manufacturing: Heavy Industry

**Email:** [OpSuite.Enquiries@adaptit.com](mailto:OpSuite.Enquiries@adaptit.com)

## Manufacturing: Sugar

**Email:** [Debbie.Raine@adaptit.com](mailto:Debbie.Raine@adaptit.com)

## Public Sector

**Email:** [Publicsector@adaptit.com](mailto:Publicsector@adaptit.com)

## SAP

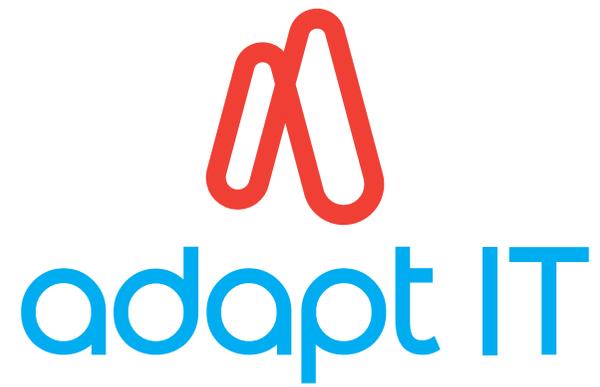
**Email:** [Sap.sales@adaptit.com](mailto:Sap.sales@adaptit.com)

## Telecommunications

**Email:** [Sales.telecoms@adaptit.com](mailto:Sales.telecoms@adaptit.com)

## Workforce Management

**Email:** [Info.Easyroster@adaptit.com](mailto:Info.Easyroster@adaptit.com)



[www.adaptit.com](http://www.adaptit.com)