

# COMPANY PROFILE OF ECM Business Services (Pty) Ltd .

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# Who we are

ECM Business Services was established in 2015 as a management consulting and technology services Company that is a transformation catalyst for both private and public sector organisations.

The founder, Godfrey Blignaut, had a diverse understanding of the business industry and recognised that the Company could provide integrated strategic corporate services and leadership through its uniquely diversified business divisions that manage the Clients Strategic Business Units.

ECM Business Services greatest strength lies in its IT Consulting and professional Services Delivery. In today's rapidly evolving technological environment, a trusted advisor – one who not only provides relevant insights, but delivers a combination of strategic vision, proven expertise and practical experience – can enhance the value of your business with technology.

The Company's global IT consulting practice helps Chief Information Officers as well as IT leaders design and implement advanced solutions in IT governance, security, data management, applications and compliance.

By partnering with ECM Business Services, we ensure that your IT organisation performs with the same focus and excellence with which you manage day-to-day business operations. We will partner with you to address IT consulting and privacy issues and deploy advanced and customised application and data management structures that not only solve problems, but add value to your business.

The Company is proudly listed on the national Broad Based Black Economic Empowerment (BBBEE) as a level 1 contributor and classified as an EME and also hold a Microsoft Gold Partnership status.

ECM Business' services are situated in Johannesburg/Gauteng providing Professional Services and we service clients all over South Africa





## Vision

We envision that ECM Business Services will be one of the most renowned Black owned company's in South Africa by providing professional services for both private and public sector organisations by 2025.

Our design is to be efficient and effective by ensuring that the client receives the very best out of their current IT infrastructure and keeping them constantly updated on any new solutions and services that are launched. Our solutions and approach is cost-effective and scalable, with the emphasis on performance, agility and usability. Whether a small or large project, our experienced Project Management team can work closely with the client to establish the right products for their specific set-up, and assist with the implementation in order to ensure that the project is delivered on time and within budget. ***A solid and reliable IT system is amongst the most important investments any business can make.*** However, it is inevitable that at some point power supplies or other services may close down for an indefinite period. IT outages cost companies a fortune in both lost revenue and data, generally because no contingency plan has been put in place. So it is important to know what to do in a major crisis situation – the show, after all, must go on. We help you deal with the unforeseen and minimise the impact any outage has on your organisation. This includes an understanding of the costs that might be involved so that you can factor these in to your planning.

## Mission and Strategy

ECM Business Services will reach 60% of the Microsoft and Professional services by the year 2020 providing Microsoft Dynamics CRM, Microsoft Office 365 services, IBM and Oracle Professional services, ITIL Services Delivery, SharePoint, Project Management, IT Service Consulting, Microsoft Tools, IT Recruitment and others to help clients address their most challenging business and technology issues. We excel at implementing and integrating these into a holistic and seamless solution.

We have defined that a successful talent development program and Growth Strategy focuses on these four key areas:

1. **Skills** – are the skills needed for the job? Technical, problem solving, etc.
2. **Knowledge** – what knowledge is needed? Industry, customers, strategy, products, services
3. **Behaviors** – what type behavior is required? Leadership, decision making, values, ethics
4. **Results** – what results are expected? Revenues, profits, new products, new processes

**Through our research we've identified the four areas a Company needs to focus on to improve its ability to execute. They are:**

- **Define Tangible Objectives:** Many Companies do not have tangible objectives. Tangible means you can measure success – with numbers.
- **Balance Objectives With Resources:** Many Companies have too many objectives to accomplish based on the limited resources available. Successful Companies complete a smaller list of objectives then add to them.
- **Link Incentives To Performance:** People are motivated by incentives that drive them to accomplish objectives. Successful companies link accomplishing objectives to incentives.
- **Develop A Culture Of Accountability:** Successful Companies are extremely disciplined in focusing on the objective, measuring progress and holding people accountable. If a company struggles with execution this is most often where the problem lies.

# What do we do

## Products and Services



ECM Business Services is available to assist its clients in their operational and project management needs. We work closely with each firm's principal(s) and key employees to learn about their respective internal operating systems. Through this process we are able to develop a customised approach, develop innovative solutions, make recommendations for improvement and offer assistance with, or take full responsibility for the implementation of each activity.

**We provide the following Professional services for both private and public sector organisations:**

- Project Management
- Microsoft Project Online Services
- Microsoft Office 365 Services, Microsoft Tools with Domain creation.
- Developing and BPM Integrations
- IT Recruitment (Providing resources)
- Microsoft CRM Dynamics
- IT Professional and Consulting Services
- Enterprise Content Management
- Microsoft SharePoint Online (Document Management)
- IBM Professional Services
- Oracle Professional Services
- Power BI
- ITIL Management Services Delivery
- Helpdesk and Desktop Management (Providing resources)

**ECM Business Services offers its services in the following areas:**

- Strategic and Operational Planning
- Review Firm's Goals and Objectives
- Evaluate Organisational Structure
- Analyze Internal Operations
- Assess Strengths and Weaknesses
- Review/Develop Position Descriptions
- Project Administration/Management
- Project Fee Budgeting (Top Down/Bottom-Up)
- Staff Utilisation Planning
- Project Delivery Systems
- Project Monitoring Systems (Project Cost-Accounting) Project Form Develop
- Communications
- Operational "Forward" (Retreats)
- Top-Down Delegation
- Team Building/Interpersonal Relationships



## What Sets Us Apart

ECM Business Services is a one-stop-shop to all your business IT requirements with expert field support services for hardware and software staging, configuration, and deployment while always adhering to appropriate standards and requirements. We provide IT System Support and other sustainment activities to ensure your hardware and software systems remain operational. By providing IT services for today's business and technology challenges, we help organisations directly link IT to the objectives of their business, maximizing their return on technology investments.

### Key Benefits include;

- Implements best practices for customer service, incident response, knowledge management, reporting, support process optimisation, and personnel development.
- Helps extend the life of older equipment whose service life has extended past the manufacturer's end of support.
- Enables rapid configuration and deployment of IT assets to a geographically dispersed user community.
- Provides depot maintenance for clients who do not need on-site technicians

### OUR CLIENTS AND MICROSOFT SERVICES

#### 1.) Sokone Technologies (PTY) LTD

- Implementing Office 365 and Domain hosting
- Managing Office 365 and the SharePoint environment
- Providing Microsoft resource services
- Integration services (SharePoint and CRM)
- Deployment and configuration of new Laptop's within Sokone Technologies.
- Managing the company Microsoft Partner Network environment for 1 years
- Providing Office 365 and SharePoint Training

## 2.) Arvoset (PTY) LTD

- Managing the company Microsoft Partner Network Environment
- Providing Microsoft Resources as a once – off fee
- Deployment of Office 365 and Project Management services.
- SharePoint Migration from on-promise to the cloud.





# Our People

The Company is owned by:



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Godfrey's wealth of expertise and training enables the **You** as the Client to receive cost-effective services that give you a competitive advantage. Furthermore, he is assisted by a team of staff who are trained and experienced in all the facets of the Company's services

***"A solid and reliable IT system is amongst the most important investments any business can make" – G Blignaut***



**Thank you for taking the time to go through this business profile.**

**If there are any questions or comments, please feel free to contact us.**

