

An Introduction to Global Synapse

Prepared by Global Synapse Technologies



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Executive Summary

Introduction

Thank you so much for giving Global Synapse the opportunity to introduce itself to you.

This document is intended as a brief introduction to Global Synapse and seeks to motivate you to consider us as your Partner going forward. Further, this document explores some of the methods by which we might collaborate with you to manage your IT environment and add value wherever possible.

We strongly believe in ourselves and our methods and are confident that our efforts will empower both your business and your decision making going forward.

GST Primary Business - Managed Services

Overview

GST is an IT Management Company. Our primary offering and focus are our Managed Services and Collaborative Support SLA's. We are able to work with and supplement an organisations existing IT \ Financial Management and Personnel. Our offering is particularly relevant in the SMB\SME sector in South Africa.

Our SLA is a managed IT infrastructure, hardware, software and systems solution which is underpinned by a strong Best Practices Methodology that continually evolves by virtue of its practical implementation within diverse businesses.

The engineered result is a reliable and flexible IT infrastructure which cost effectively underpins your evolving business allowing for rapid changes in business complexity and requirements.

We do this by employing *" Unified Leveraged" Best Practise Standards and Management across the following fundamental aspects of your IT environment:

- Software and Systems
- Hardware and Communications
- Configuration and Maintenance
- Proactive monitoring of all point of failure systems

*This involves treating the Information System created from the fundamentals above as the sum of its parts, with each aspect leveraged off against the other in a structured, planned and standardised manner.

Financial Sense

The concept of Unified Leverage lies at the core of our approach and extends to all vendors and suppliers. Our time tested relationships with carefully chosen vendors and suppliers afford our customers the most effective platform to maximise return on investment. The same approach is applied to the Customers pre-existing vendors and suppliers.

To aid in the accurate and smooth forecasting of CAPEX, we are often able to leverage pricing with key suppliers that is valid for the remainder of the financial quarter- or 7 days whichever is applicable. OPEX planning is likewise assisted by our relationships with Internet, Telephony, etc Service Providers and the like.

Like any good IT Managers, we routinely and thoroughly investigate all potential IT suppliers and vendors, ensuring that you will always receive the utmost in service, savings and value-adds.

**Management
Sense**

We ensure:

- Mitigation of risk toward your company's data and information systems – the embodiment of your collective intellectual property
- Seamless yet secure interaction between internal and external parties
- Best Practice Adherence: Standards, Governance and Accounting
- Rapid yet organised adaptability to change
- Competitive advantage – most companies fail to meet even the most basic of information management criteria embodied in our Support offering

Salient Points

All hardware and software used is standardised, top draw, recognised and accepted on the global stage.

All critical hardware is backed by a minimum of 3 Year 24/7 4 Hour Response Time On-Site Service Plan and Warranty. All non-critical hardware is backed by a minimum of a 3 Year Next Business Day On-Site Service Plan and Warranty.

Our support includes both Disaster Prevention -often overlooked- and Disaster Recovery mechanisms that are automatically maintained and pre-emptively backed by our SLA.

Research and Development is in our best interests, as this ensures that Global Synapse remains viable, profitable and attractive to new Customers. We therefore constantly refine and improve our methodology and solutions while adding features and support for additional business systems.

No corners are cut! This ensures our relationship is viable for us and therefore ultimately the reliable choice for you.

People Sense

Global Synapse is an I.T. Management Company founded in 2005. We are a highly motivated and experienced team with an established track record in diverse aspects of commerce ranging from Financial Institutions to Software Development companies.

Management Team

- Management, Special Projects and Implementations - Brendon Squire-Howe
- Management, Special Projects, Implementations, HR and Finance - Wade Gainsford
- Technical Operations Manager – Lance Oliver

Company Values

- Integrity: We will show complete honesty and integrity in all our dealings with clients, colleagues and stakeholders
- Teamwork: We are committed to working as a team, co-operating with fellow employees and outside service providers to provide excellent service and a harmonious working environment
- Environmental Awareness: We recognise our responsibility toward the environment, including the need to promote the sustainable use of resources, and to reduce the negative impacts of our activities
- Social and Economic Awareness: We recognise the social and economic context in which we operate and we seek to make a positive contribution through our activities
- Excellence and Innovation: We strive for excellence in all aspects of our business and the services we provide. We will seek to be innovative in the delivery of our services and the origination of our products.

Our Head Office



Global Synapse House on Bell Crescent

Global Synapse House embodies our vision for the future and serves to remind us of our mission to always maintain the highest of standards.

Global Synapse House is situated in the picturesque Westlake Business Park in the heart of the vibrant Constantia Valley Cape Town. A suitable home for Global Synapse Technologies.

We have ample visitor pay parking available. All our Customers and Friends are warmly invited to pop in for coffee and have a look around at our high-tech premises.

We are right above the famous Mantelli's Biscuit Factory Shop, so we are never short on great biscuits and fine coffee.

Service Level Agreements - Fully Managed Services and Collaborative Managed Services

SLA Overview

Support Service Criteria:

- Provide Critical Support services
 - *In the event that the in-house IT Administrator\’s is unable to resolve an issue on their own, needs assistance and or is otherwise occupied with other matters. This is limited to Back Office Systems, however, should the need arise all reasonable attempts shall be made within the confines of the Service Level Agreement to assist in Critical Front Office issues.
- Provide Normal Support services
 - *In the event that the in-house IT Administrator\’s will from time to time require assistance and or input with regard to tactical, strategic decision making and perfective maintenance IT concerns including active knowledge transfer and ongoing mentoring.
- Provide Maintenance Support services with proactive monitoring of points of failure and performance.
- Project based services should they be required will be quoted on a Project by Project basis separately to the ongoing SLA but governed by the defined response times below.

Management Services Criteria:

- Contribute to and initiate workshops and meetings with the Customer’s Business and Vendors as and when required and attend management meetings if required.
- Proactive ongoing assessment of deployed technologies, security, systems, risks and costs.
- Consult and contribute to IT Strategy going forward incl. the raising of projects when required.

Service Plan: 1 - 3 Year Service Level Agreement

*Only applicable to Collaborative SLA – fully managed under Managed Services SLA.

SLA Definition

Support	Description	Response	Target Resolution
Critical Support	<p>The system is unable to operate in a substantial manner. The service is inoperable or requires an application or server reboot at least once every 24 hours, or suffers at least 25% data throughput reduction, data corruption or data loss. Revenue is being lost or service levels are severely affected and the restoration is vital for Customer to avoid further revenue losses.</p> <p>Typically defined as: Hardware failure and resultant re-build, backup and restore failure, Wild Viruses, malicious Spy-ware, Software failure, hacking, etc.</p>	Within 1 hour	Within 2 hours
Normal Support	<p>The system is impaired but in a manner where it remains largely operational. It is operational, but has a problem, which causes regular system failures or repeated failures, possibly whenever a specific function or facility is invoked.</p> <p>Typically defined as: Hardware issues, backup and restore issues, Viruses, Spy-ware, Software Conflicts, Office automation issues, VPN access, logon issues, etc.</p>	Within 2 hours	Within 4 hours
Maintenance Support	<p>Typically defined as: Maintenance of systems, connectivity, security, updates, backups and point of failure monitoring.</p>	N/A	N/A
Administration Support	<p>Typically defined as: User security, setup, changes. IT Vendor liaison and negotiation. Strategic and Tactical IT consultation.</p>	N/A	N/A
IT Management	<p>Typically defined as: Effective strategic IT planning and oversight of IT performance. Approve and monitor major projects, IT budgets, priorities, standards, procedures, and overall IT performance. Coordinate priorities between the IT department and the business. Review the adequacy and allocation of IT resources in terms of funding, personnel, equipment, and service levels. Contribute to and initiate workshops and meetings with the Customer's Business and Vendors as and when required and attend management meetings as required Proactive on going assessment of deployed technologies, security, systems, risks and costs Consult and contribute to IT Strategy going forward including the raising of projects when required</p>	N/A	N/A
Project Services	<p>Project based services should they be required will be quoted on a Project by Project basis separately to the on-going SLA but governed by the defined response times</p>	N/A	N/A

Conclusion

Thank you for giving Global Synapse Technologies the opportunity to introduce the above products, services and solutions to you. Please don't hesitate to give us a call to further discuss the any aspect of our business and how we can add value to yours.

We look forward to a positive response, and assure you that we will strive to "Bridge the Gap" throughout our relationship.

To gain further insight into what defines Global Synapse Technologies, please grab a cup of coffee and peruse the "Products and Methodology" section below.

Global Synapse Products and Methodology

Global Synapse We are able to deliver the following key services and solutions:

Products and Services

- *Strategic & Tactical IT Empowerment* - Consultation and Ongoing Operational Services
- *Unified Communications* – We believe strongly in the convergence of voice and data, and have the technology and expertise to enable your company to reap the benefits the applications that can be applied to you converged communications network.
- *Technology Asset Management* - Informed Decision Making to Ensure the Maximum Return on your Technology Investment.
- *System Administration Services* - Fully Outsourced and Collaborative Based Options Including Vendor Management by Proxy
- *Hosted Business Operating System* - Complete Access to Mail, Data Sharing and Office Automation Systems via Mobile technologies for the Office Bound and Telecommuters alike
- *360' Technology Supplier and Services Vendor* - including Full IT Infrastructure, Video Conferencing and Telephony
- *Mobility* - Your Infrastructure, accessible from your Laptop, Cell-phone and or PDA (Personal Digital Assistant).
- *Disaster Prevention* - Protection and Recovery from Electricity failure, Data line failure, Virus's, Spy-ware, Theft and or Loss.

Global Synapse Technologies serves its clients as trusted allies, providing them with the loyalty of a business partner and the economics of an outside vendor.

**Managed Third
Party Products
and Services**

Global Synapse Technologies are also the re-sellers and solution providers for the following key brands:

- Dell, HP, IBM
- VMWARE, VEEAM
- Mitel Networks
- APC Smart-UPS, MGE
- Polycom Video, Voice and Data
- Microsoft Back office solutions
- Cisco / 3COM / NETGEAR / Enterasys Networks
- Citrix
- Thin Print
- Microsoft CRM and ERP Systems

Because of our associations and joint projects with the above and other brands, we are able to offer extremely competitive pricing and service on their products.

To ensure a content customer - who gets more than just keen pricing- Global Synapse carefully analyses your business requirements to ensure you derive maximum benefit and usage for your computing investment.

**Methodology -
Sweating the
Assets**

The phenomena that the Information Technology sector continues to advance at such a fast rate, has to a certain extent been misused by the market in order to increase the frequency of sales.

The Company needs to invest in order to ensure its competitiveness; however, Global Synapse believes in “sweating” the computing assets of an Organisation, allowing for life cycles of up to five years, while ensuring you remain competitive by freeing up funds to invest in the people and systems that really give you your edge in business.

We achieve this for our Customers by applying the TCO methodology (Total Cost of Ownership) in the provision of our services. The following is an overview of the process that ensures success.

30% Research - Understanding and research of the best possible products to buy based not only on the initial costs, but the potential ongoing costs.

60% Design - Designing the solution, system and all the necessary components to ensure that they work well together while observing the following potential threats to effective low TCO:

- Operations management, including every aspect of maintaining normal operations.
- Systems management, such as problem management, change management, performance management and others.
- Maintenance of hardware and software components, including preventative maintenance, corrective maintenance, perfective maintenance and general housekeeping.
- Ongoing license fees, especially for software and applications.
- Upgrade costs over time that may or may not be required.
- User support, including ongoing training, help desk facilities, and problem resolution costs.
- Environmental factors, which cover a system's external requirements for proper operation.

10% Implementation – If the above considerations have been correctly carried out then the implementation is a smooth and seamless one.

Appendix A - Skills Cross-section: Summary

Solution SW	MS Exchange	X
	MS MOM	X
	MS SMS	X
	MS SQL	X
	VMWARE	X
	SYMANTEC	X
	OPEN MANAGE	X
	CITRIX	X
	VMWARE, VEEAM	X
	Solution HW	Dell
	HP	X
	IBM	X
	EMC	X
	Cisco	X
	3Com	X
	APC, MGE	X
	Mitel	X
	Polycom	X
	Infrastructure Consulting	Server Virtualisation
	Desktop Virtualisation	X
	Consolidation & migration	X
	SAN / NAS design	X
	Server Management	X
	Storage Management	X
Professional Services	IT SLA	X
	Enterprise installation	X
	Infrastructure design	X
	Break-fix / Maintenance	X
	Recovery / Forensics	X
	Outsourcing	X
	Consulting	X
	Managed Services	X

Global Synapse Customer Cross-section: Industry Selection



Agricol - www.agricol.co.za

National seed producers and suppliers specialising in developing bespoke and hybrid seed. 12 branches nationwide



DVT - www.dvt.co.za

DVT specializes in the development, delivery, implementation, and support of software and related services



Norman Bissett & Associates Group - www.normanbissett.co.za

The most efficient OUTSOURCE INTEGRATED CREDIT RECOVERY SERVICES GROUP in the country, consistently collecting the highest returns on collections of debts on behalf of their clients



Paul Bothner - www.bothners.co.za

Musical Instrument & Audio Equipment Specialists, retailing through national outlets



SEAD - www.sead.co.za

SEAD offers specialist advice to biotechnology companies and groups for the preclinical and clinical development of novel pharmaceutical products including strategies in the field of HIV



Footgear – www.footgear.co.za

Quality footwear for the people. Footgear currently have 33 stores (within Cape Town & Gauteng) and continue to grow at a rapid rate!



Fred Hutchinson Cancer Research Center | CHIL – www.fredhutch.org | www.chil.org.za

CHIL is supported by the Fred Hutchinson Cancer Research Center and receives funding from institutions such as the US National Institutes of Health, the Bill and Melinda Gates Foundation, and the South African Medical Research Council. CHIL is a host laboratory to the South Africa Endpoints Assay Laboratory (SEAL) and the South African lab group of Aeras (www.aeras.org)
