



ask-IT

Solutions

Reg No: 2012/122678/07

62 Die Uitsigpad
Eldoraigne X3
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About us

ask-IT Solutions is a professional solution provider that distinguishes itself from its competitors through its focus on the End-User within a changing IT environment.

We believe that no matter what IT, training or change solution you implement, it will only be as successful as those responsible for using it. The true measure of solution performance is the End User.

Through experience we have learnt that by communicating with, supporting and empowering your End-Users before, during and after solution changes, they will own IT, embrace IT, and effectively utilize IT.

We offer various education and training offerings with a strong focus on the SAP market.

ask-IT Solutions specialise in a range of services and products that focus on people development, performance and talent management, change management and electronic document management.

Success in any venture is only possible through the involvement of good people. **ask-IT Solutions** has a passion for all things PEOPLE. We do not do different things than our competitors; we just do things differently! Our formula for success:

Clients + Consultants + Care = Inspired people doing the right things, right!



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Our Mission

To change the way End-Users think about IT!

Our Values

At **ask-IT Solutions** our resources live our values:

- **Passion:** Committed to our work
- **Diversity:** Always new and innovative
- **Quality:** What we do, must be our best
- **Commitment:** Our full devotion
- **Team Work:** The power of all



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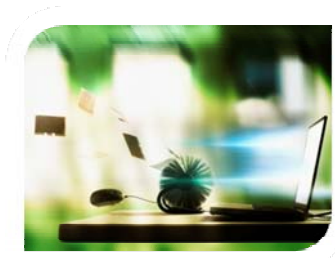
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Our Products



Electronic Document Management

A robust and highly secure South African developed document management solution that offers total reliability and flexibility. **PaperTrail** is used by more than 60 clients in South Africa including the major banks and very large government departments

PaperTrail provides an easy-to-use system that facilitates:

- **Storage & Retrieval** - Expedite data retrieval and significantly reduce administrative cost with **PaperTrail**'s central and secure document storage repository.
- **Routing & Workflow** - the ability to forward or route documents easily to individuals or groups of users.
- **E-mail Processing & Archiving** - Establish intelligent rules within **PaperTrail** to automate electronic filing and storage of emails.
- **eForms** - Collect unlimited data while improving processing times, accelerating approval cycles and minimizing paperwork
- **Bulk Capture & OCR** – **PaperTrail**'s broad range of capture solutions, can automate and expedite processes for bulk and online capture, image enhancement, and optical character recognition (OCR).
- **Electronic Records Management** - Maintain electronic records in accordance with ICA and NARS standards.
- **Reporting** - Generate print-ready reports on historical data whenever needed.
- **Electronic Signatures** – **PaperTrail** supports both electronic and biometric signatures
- **Mobile** - The **PaperTrail** mobile app provides access to all your documents via iOS or Android devices
- **PDF Creation** - **PaperTrail** can automatically convert your source files into PDF documents
- **Security** – apply permissions on folder, document and index levels.



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People Development Management

Successful companies large and small all around the world know that much of their competitive advantage resides in their intellectual capital (PEOPLE). They also know that it takes a strong and special commitment to grow employees into the fully-performing leaders they depend on to achieve the organisation's objectives, in the present and into the future

Fortunately for companies navigating the leadership development and succession planning minefield, a framework has been developed encompassing the best practices and lessons learned from companies like GE, and exists today as the Leadership Pipeline Methodology, the Drotter Model.

The Leadership Pipeline is applicable from entry level right through to chief executive officer level. It is referred to as a pipeline because it is a model that companies can employ to grow their own talent. It takes into account the different work requirements at each leadership level and the changes required in skills, priorities and perspectives, for leaders to make a successful transition from one leadership level to the next.

While it is widely accepted that the Leadership Pipeline methodology has everything a company needs for sustainable management of talent and succession, until recently, the methodology has been mostly paper-based, making the processes time consuming and difficult to use. Now, through a powerful partnership between Drotter Human Resources and Specsoft Software Solutions, ask-IT Solutions offers our clients the Leadership Pipeline Methodology as an easily deployable, web-based application called 'The Integrated Manager'.



Tintri VMstore™

The first and only VM-aware storage solution designed exclusively for Virtual Machines (VMs). With Tintri VMstore, administrators get simple, fast storage and can focus on managing VMs, not LUNs or volumes. The following advantageous can be realised by implementing Tintri technology:

Manage VMS Directly - Spend less time managing and troubleshooting VM and storage interactions. Tintri VMstore™ is VM-aware and eliminates complexity by relating the storage infrastructure directly to the VMs and business applications.

Instant VM Bottleneck Visualisation - With Tintri VMstore, administrators now have easy, instant visibility - from the guest OS layer to the storage layer. They can see per-VM or per-vDisk latency at any infrastructure layer, identify the source of performance issues, and take immediate action.

Performance isolation and QoS for VMs - Get the right quality of service for all your VMs. The Tintri file system maps each IO request - read, write and metadata operation - directly to a virtual disk. A VM-aware flash based architecture allows VMs the right level of resources when they need it - without the complexity or cost of legacy shared storage systems.

Advanced per-VM snapshots and clones - Tintri VMstore provides space-efficient clones at the VM level and because of native vCenter integration, the clone VMs are immediately visible to the hypervisor management console.

Easy to set-up and manage - Storage that's as simple to manage as your hypervisor servers. Tintri VMstore can be set up and configured in minutes. No complex storage configuration required.

Intuitive, actionable dashboard information - A unique "fuel gauge" gives you immediate visibility to both the available storage capacity and performance headroom on any Tintri VMstore appliance. This gives you predictable storage performance with a single, easy-to-use metric.

Simple, Flexible and High-Performance Per-VM Replication - Achieve dramatic WAN and storage efficiency with per-VM replication that only replicates incremental block-level changes between VM snapshots after dedupe and compression, providing up to 95 percent reduction in WAN utilization.



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Our Services



Strategic Education Solutions

Whether you have implemented or are thinking of implementing a new IT Solution, we believe that the development, maintenance and continuous evaluation of End-User skills determine the overall success of your implementation.

At **ask-IT Solutions** we assist organisations in defining consistent, flexible, strategically aligned training and development solutions that ensure the right skills with the right attitude at the right time.

We offer the following Strategic Education Services:

- Training Needs Analysis (TNA)
- Skills Audits
- Design, development and implementation of:
 - Education Strategies
 - Instructional Design Strategies
 - Assessment Strategies
 - Education, Training and Development Quality Management System including policies, procedures and templates to be used within the Learning and Development environment
- Quality Assurance
- Analysis and Design for training Courses
- Soft Skills Development:
 - SAP Train-the-Trainer workshops (Beginner, Intermediate & Advanced)
 - Team building
 - Coaching



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End-User Training And Development

Each organisation is unique and requires a development and deployment strategy that embrace this.

Our process for development and deployment takes into consideration the:

- Organisation's needs and culture:
 - What do you want to achieve and by when?
 - Is learning supported within the organisation?
- Organisational learning environment:
 - What technical infrastructure exists?
 - Which deployment method will work best within the existing environment?
- End-user needs and capabilities:
 - What challenges do End-users face in mastering the skills required?
 - Can employees overcome these challenges?
 - Is it a system training issue or a soft skills issue or is the employee not suitable to the position?

Our consultants use a variety of methodologies, strategies and technology in developing effective End-User training.



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Change Management

Change is both an institutional journey and a very personal one. People spend many hours each week at work; many think of their colleagues as a second family and people want to enjoy the hours they spend at work.

Individuals (or teams of individuals) need to know how their work will change, what is expected of them during and after the change program, how they will be measured, and what success or failure will mean for them and those around them. Team leaders should be as honest and explicit as possible. People will react to what they see and hear around them, and need to be involved in the change process.

Most leaders contemplating change know that people matter. It is all too tempting, however, to dwell on the plans and processes, which don't talk back and don't respond emotionally, rather than face up to the more difficult and more critical human issues.

ask-IT Solutions do not work at the "Organisational Change" level much, although we are equipped to do. We do not "change" organisations, we focus on mastering the "soft" side of change management, namely the End-User. We help End-Users to embrace change and to feel comfortable using any new technology or systems.

Allow **ask-IT Solutions** to help you to shape your change management for the End-User to experience "a sense of growth and of being part of some greater goal", whilst at the same time enjoying the hours that they spend at work.



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Resourcing and Recruitment

ask-IT Solutions offer clients comprehensive solutions in all matters relating to the sourcing and recruitment of SAP, other IT or non-IT resources on a permanent, contract or temporary basis, from entry level to executive positions.

ask-IT Solutions believe that Success in any venture is only possible through the involvement of good people. **ask-IT Solutions** has a passion for all things **PEOPLE**.

We do not do different things than our competitors, we just do things differently!

ask-IT Solutions do not profess to have the largest database of skilled resources, nor do we boast of having the best technically skilled resources in the country. What we do promise is to find the best resource to fit your environment.

We practise a long-term view of relationships with our clients and our consultants. We add value through understanding the environment, the needs and the culture. We work hard to keep our consultants happy and motivated. Because happy, motivated people make things happen and deliver true value.



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Our Experience

ask-IT Solutions' skilled resources have more than 35 years experience of working in the Private and Public Services Sector.

Our consulting team consist of SAP and NON-SAP resources skilled in:

- ***Government and Government processes:*** Our 35 years' experience with Government includes:
 - Analysing Government processes relating to HR, Legal and Procurement In order to define the workflow (Process Architecture) within these department
 - Implementing and Training on **PaperTrail** (an Electronic Document Management System)
 - Design and development of training manuals and online Help documentation.
 - Software solution identification and sales: Our consultants have sold software solutions to Government for many years and have extensive experience of managing these multi-million Rand solution implementations.
 - Programme Management
 - Solution Architecture



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- ***Project Management. ask-IT Solutions*** is able to provide project management services as our consultants' experience levels range from small to multi-million Rand projects. We have more than 12 years Integration and Project Management experience in:
 - Mining Industry
 - Government
 - Manufacturing (Automotive) Industry All-in-One Templates
 - Agriculture

- ***Change Management.***
 - Due to our thorough knowledge and understanding of Government officials, our resources developed a very user-centric Change Management service, based on the Prosci Change Management Model. This brings the change management right down to the users in their workplace.

- ***Learning and Development Systems and Solutions.*** This includes the implementation and delivery of learning:
 - Technology used in delivering learning include: Construct LMS and Moodle
 - Development of Instructional Design Frameworks to direct the design and development and implementation of instructionally sound course content.
 - Developing Banking specific SAP 01 Overview



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- ***Strategic Education Consulting:***
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 - Skills Audits
 - Design, development and implementation of:
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 - Instructional Design Strategies
 - Assessment Strategies
 - Education, Training and Development Quality Management System including policies, procedures and templates to be used within the Learning and Development environment
 - Quality Assurance
 - Analysis and Designs for training Courses
 - Soft skills development:
 - SAP Train-the-Trainer workshops (Beginner, Intermediate & Advanced)
 - Team building
 - Coaching

- ***End-User training and development:*** We have more than 20 years experience in the design and development of training materials:
 - Technology used by our consultants for developing learning content include: SAP Productivity Pak; Construct Author; Adobe Photoshop 7; Adobe Captivate; Camstudio; Articulate Quizmaker; Questionmark; Flash; Articulate Studio; Articulate Storyline; Active Presenter; Character Builder



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A Final Note

At **ask-IT Solutions** our

- Resources are driven to deliver consulting services on various technology platforms.
- Contractors are chosen for their competence, experience and unique abilities.
- All our consultants are mobile and available to travel.