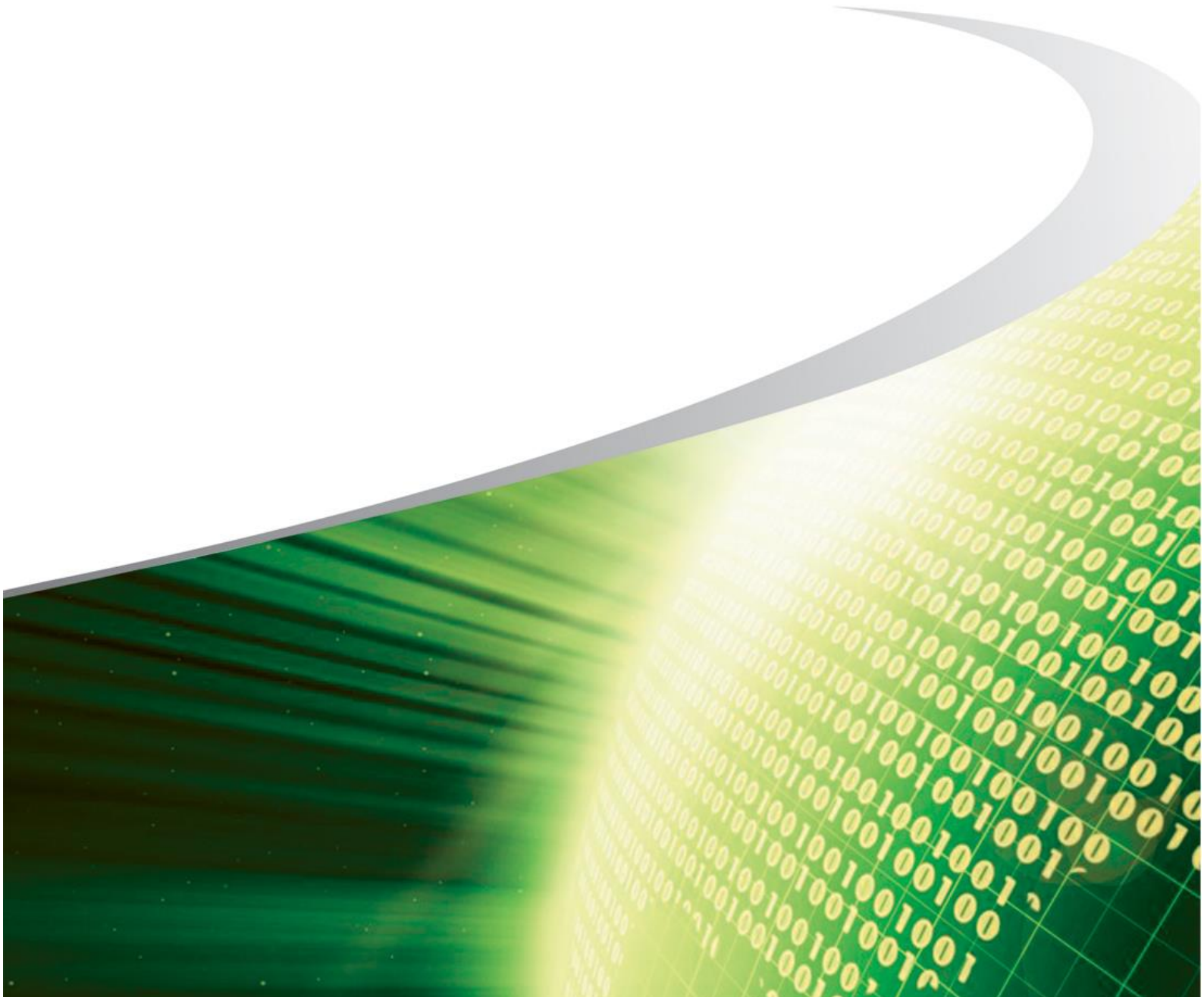




BITS

Consultancy Services

Delivering state of the art solutions



About BITS Consultancy Services

BITS Consultancy Services is an established information communication technology consulting, and business process-outsourcing organisation. The acronym “*BITS*” is short for *Business Information Technology Solutions*.

We currently have business operations in the following countries:

 South Africa

 India

BITS Consultancy Services is a dynamic organisation with highly qualified and experienced staff members.

Our organisation specialises in delivering *state-of-the-art end-to-end solutions* in business management consulting, information communication technology, digital transformation and turnkey solutions that meet the diverse needs of the clients. This is achieved through our various *strategic partnerships* and our *pioneering engagement model*. This effective platform facilitates an innovative and fresh approach to communications, information and knowledge management systems, products and services, in both local and international markets.

BITS Consultancy’s unique approach to designing multi-level solutions is founded on the theory of organisations as complex adaptive systems with the solutions implemented using the practice of complexity engineering, chaos theory, and knowledge management.

Vision

BITS Consultancy Services commits itself to perpetually strive towards being an inclusive organisation, capable of providing its customers, vendors and business associates with evolutionary business and technology solutions whilst being consistently poised at the leading edge of technology.



Mission

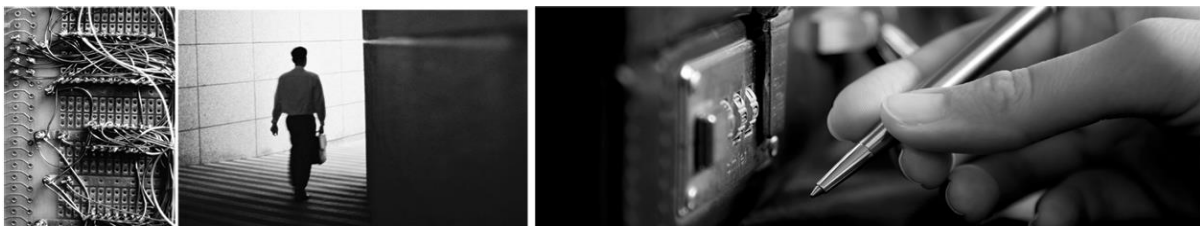
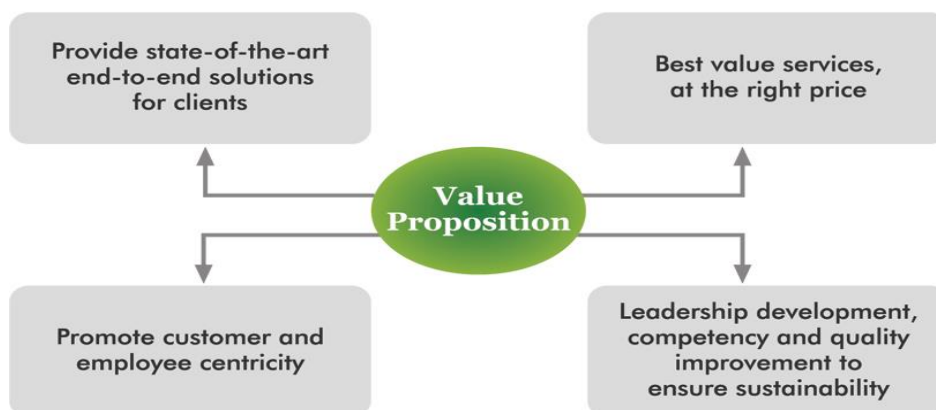
To provide innovative, practical and cost effective solutions that survive the inevitable changes accompanying the life cycle of any software project including conception, growth, ageing, evolution and improvement of the way people do business.

We have established our primary responsibility as that of total satisfaction to our clients, vendors, and communities we operate in. Thus, we have dedicated ourselves to:

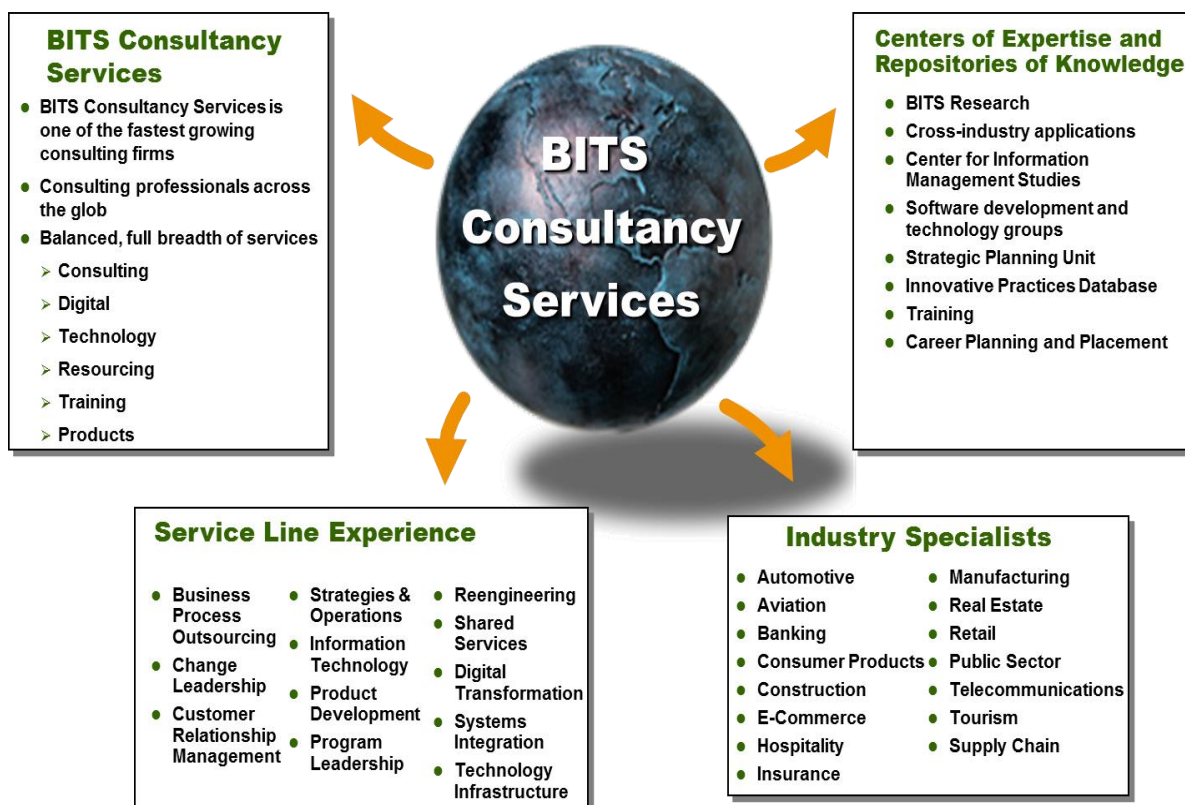
- ▲ Treating our employees in a spirit of dignity, equality, and with the highest levels of equity and respect.
- ▲ Provide an environment conducive to productivity, integrity, teamwork and success.
- ▲ Establish and facilitate ICT training programmes, to transfer effective and practical skills for the empowerment of previously disadvantaged communities.

Values

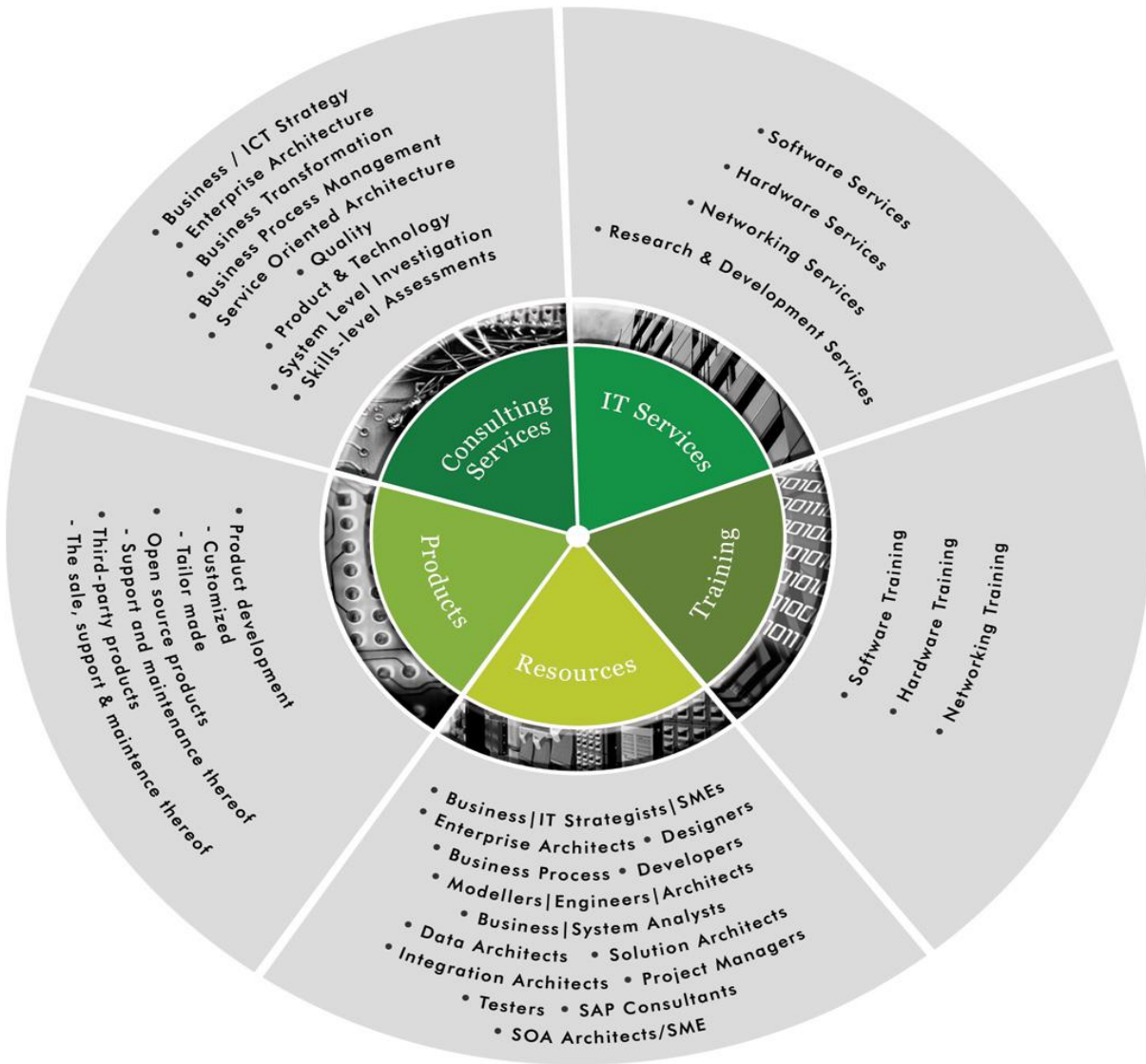
- ▲ Quality, Competence
- ▲ Excellent Customer Service and Solutions Delivery
- ▲ Customer and Employee Centricity



BITS Consultancy is one of the fastest growing Professional Services Firms



Services Dimension of BITS



Overview of Service Offerings

Consulting Services

BITS Consultancy Services offers a wide range of services spread across business, process, quality, technology and desktop, hardware and network consulting to help organisations to derive maximum benefit from their IT investments.

- ▲ Strategy & Operations
 - Business Strategy
 - IT Strategy and Roadmap Development
 - Merger & Acquisitions
 - Operation Strategy
- ▲ Business & Technology Transformation
- ▲ Merger and Acquisitions (M&A)
- ▲ Cloud Computing
- ▲ Enterprise Architecture
- ▲ Business Process Management (BPM)
- ▲ Enterprise Content Management (ECM)
- ▲ Service Oriented & Microservices Architecture
- ▲ DevOps
- ▲ Product and Technology
- ▲ System Integration

Digital

We are living in an age of digital revolution, where technology-driven change, new innovation, and increase adoption of digital disruption are happening every day.

BITS Consultancy Services help companies in assessing their approach to digital transformation and defining and execution of their digital vision and operating strategies.

Technology

BITS Consultancy Services offers high quality, cost effective software services that are aligned with business and IT strategies. Our services spectrum addresses a variety of needs in the Information Communication Technology Environment.

- ▲ Software Development Services
 - Mobile Application Development and Management
 - Application Development and Management
 - Web-Centric Technology
 - Website & Portal Development
- ▲ Quality Assurance
- ▲ Security
- ▲ Re-engineering, Systems enhancement and Maintenance
- ▲ Business Intelligence
 - Data Warehousing, Mining and Reporting
 - Application
- ▲ Conversion and Migration
 - Application Migration
 - Data Conversion and Migration
- ▲ Hardware and Networking Services
- ▲ Research and Development

Resourcing

BITS Consultancy Services offers placement services and can provide highly skilled consultants on various technology platforms.

- ▲ Consultant Placement Services
- ▲ Career Development

Products

BITS Consultancy Services has capabilities in the Products space, and can provide benefits to its customers in terms of highly customized product development and the support and maintenance thereof.

Service Offering Descriptions

Consulting Offering

Business and Information Communication Technology Strategy

BITS Consultancy Services has experience and expertise in developing Business and IT strategy.

The services offerings are as follows:

- ▲ Strategic Business and ICT Planning
- ▲ Business Strategy Creation
- ▲ ICT & Business Strategy Formulation and Alignment
- ▲ ICT Strategy Creation and Roadmap Development
- ▲ Business and ICT Strategy Execution
- ▲ Operation Strategy Creation

Business and Technology Transformation

BITS has extensive experience and expertise in leading and managing complex transformation projects and it's involved in legacy migration and complex integration initiatives. BITS can helps the companies with their Business and Technology Transformation journey by providing the right methodology, tools and execution models to build and deliver strategic business results - technology value maximization, operating model restructuring and strategic cost reduction.

The services offerings are as follows:

- ▲ Creation of Business and Technology Transformation Strategy, Methodology and Framework
- ▲ Business-focused large transformation enablement programs
- ▲ Leading, management and execution of transformation programs for innovation, operational efficiency, cost saving and technology value maximization

Merger and Acquisitions

BITS Consultancy Services can help companies with merger and acquisitions initiatives by providing the right methodology, tools and execution models to successfully M&A that links acquisitions strategy and diligence and merger integration with streamline people, process, technology, services and organisation structure.

- ▲ Acquisition Strategy Development
- ▲ Merger integration planning and execution

Cloud Computing

BITS's Cloud services help business in improving customer experience, quickly seizing the market opportunities and building future capabilities. Our Services help companies to define and implement their cloud strategy. We offer the following Services:

- ▲ Cloud Advisory
- ▲ Cloud Strategy creation and Roadmap Development
- ▲ Cloud Application Migration
- ▲ Cloud Integration
- ▲ Cloud Security
- ▲ Cloud provider selection and implementation

Enterprise Architecture

BITS Consultancy Services has experience and expertise in providing end-to-end service offerings in Enterprise Architecture.

The services offerings are as follows:

- ▲ Architecture Advisory
- ▲ Architecture Assessment
- ▲ Architectural strategy creation
- ▲ Enterprise Architecture; vision, planning, roadmap, reference architecture and management

- ▲ Enterprise Architecture Definition:
 - Business Architecture
 - Information/Data Architecture
 - Solution/Application Architecture
 - Technology/Technical Architecture
- ▲ Planning, defining, creation and establishment of Enterprise Architecture Framework and its blueprints (using SOA, Zachman Framework, TOGAF, and Federal Enterprise Architecture Framework, etc.)
- ▲ Establishment of Architecture Governance Model e.g. Global Design Authority, etc.
- ▲ Defining, establishing and setting up of standards and best practices by using ITIL, Six Sigma, CMMI, etc.
- ▲ Planning and creation/establishment of solution development methodology (Enterprise and Project specifics) and its deliverable artefacts
- ▲ Service / Component driven architectural framework (Service Oriented Architecture for Application Development) and Web Services
- ▲ Model Driven Architecture (for defining Models)

Business Process Management (BPM)

BITS Consultancy Services is involved in BPM and offers following Services:

- ▲ Creation of BPM strategy
- ▲ Creation and establishment of BPM Governance and Centre of Excellence (CoE)
- ▲ Design and implementation of a centre of excellence within the organisation, job description, governance model and transition plan
- ▲ Defining customize Business Process Methodology and its artefacts, implementation roadmap and maturity model
- ▲ Designing of new business processes as per organisation business model
- ▲ Identification of common / overlapping processes within/across the organisation and rationalization, merging, and standardization of these processes
- ▲ Enhancing business performance by streamlining process
- ▲ Redesigning of business processes and instituting metrics for process improvements
- ▲ Process (re) design / optimisation / re-engineering

- ▲ Documentation of as-is process maps
- ▲ Development of to-be process, aim at improving efficiency, effectiveness, turnaround times and modernization
- ▲ Process gaps / swot analysis
- ▲ Managing organisational and operational risk
- ▲ Training - BPM training and capability transfer
- ▲ Specification and selection of BPMS tools

Enterprise Content Management (ECM)

Tied closely with the Business Process Management offering described above, BITS Consultancy Services has a vast amount of experience and exposure in the Enterprise Content Management and workflow sphere. Our holistic approach ensures all angles of content management, from creation of the ECM strategy and the establishment of a Centre of Excellence, through to lower-level Records Management and the disposal of content in alignment with various regulatory requirements, we offer it all.

Service Oriented Architecture (SOA)

BITS Consultancy Services has experience and expertise in providing end-to-end service offerings in SOA for the following service offerings:

- ▲ SOA Envisioning
- ▲ SOA Readiness Assessment
- ▲ SOA Positioning and Strategy creation
- ▲ Establishment of SOA Centre of Excellence (CoE)
- ▲ SOA Reference Architecture
- ▲ SOA based agile Solution Development Methodology
- ▲ Enterprise Service Identification & Planning - Service catalogue creation

Area of specialty of the SOA includes:

- Interface Service Layer:

- User Interface Management
- Web Service/Channel Integration
- Device Management
- Business Service Layer:
 - Business Process Management
 - Business Process Activity Mapping and Choreography
 - Service Orchestration and Componentization
- Integration Service Layer:
 - Service Oriented Integration
 - Data Connectivity
- Infrastructure Service Layer:
 - Hardware Management
 - Infrastructure Technologies Management
 - Data Centre
- ▲ Legacy Modernisation with Service Oriented Business Architecture (SOBA)
 - Web Services wrapping of legacy functionality
- ▲ SOA Project Implementation:
 - Analysis/Modeling/Design/Development/Testing and Deployment
- ▲ SOA Project Maintenance & Support
- ▲ SOA Products Evaluation (Specification and Selection)

Microservices Architecture

BITS Consultancy Services has experience and expertise in providing end-to-end service offerings in Microservices Architecture:

- ▲ Microservices Reference Architecture Creation
- ▲ Microservices based agile Solution Development Methodology
- ▲ Microservices Patterns, Standards, Guidelines and Best Practice Development
- ▲ Microservices Identification & Planning – Enterprise class Service catalogue creation
- ▲ Microservices based Project Implementation:
 - Analysis
 - Modeling

- Design
- Development
- Testing
- Deployment

▲ Microservices Products Evaluation (Specification and Selection) e.g. Container & Management tools, Registry, and Service development and deployment tools.

DevOps

BITS can help companies in setting up DevOps practice within their organisation. BITS sees DevOps as an approach based on lean and agile principles in which business owners and the development, operations, and quality assurance departments collaborate to deliver software in a continuous manner.

BITS takes a multi-level approach and considers from four points of view: Organisation, People, Process, and Tools while setting up DevOps practice so that isolated efforts or disjointed fixes can be eliminated.

We offer the following services such as:

- ▲ DevOps Advisory Services
- ▲ Enterprise level DevOps Methodology
- ▲ Defining, establishing and setting up DevOps standards, principles and best practices
- ▲ DevOps Tools specification and selection

Quality Assurance

BITS offers a complete quality management and testing solution helping organisations to continuously test and measure software quality levels throughout the software development life cycle on into production. BITS can help companies in setting up Test Centre of Excellence.

BITS offers Quality Assurance Services such as:

- ▲ Testing Advisory Services
- ▲ Establishment and setting up Test Centre of Excellence
- ▲ Planning and Creation/Establishment of Testing Methodology

- ▲ Defining, establishing and setting up testing standards, principles and best practices
- ▲ Creation of testing strategy and test plan
- ▲ Test script creation and execution
- ▲ Software configuration and release management
- ▲ Specification and selection of testing tools

Product and Technology

BITS Consultancy Services helps organisations in defining and improving their products and technology strategy and aligns this with the business strategy and specification and selection of products and technologies and development of technology standards. This results in improved process efficiency, reduced cost and time to market, thereby enhancing business value of IT and maximising ROI.

Our technical expert Consultants bring a great depth of understanding in products, technology intricacies and experience in specialised areas.

System-level Investigation

BITS Consultancy Services is a market leader in the successful completion of system and business level investigation and has over the years, built up a successful track record of undertaking the as-is and to-be investigation and assessment of existing legacy systems, business processes, current and future trends and client strategic imperatives.

These customised solutions provide the client with more sophisticated, versatile and competitive agility that allows the customer to align, fulfill and satisfy the current and future requirements. This enables the customer to respond faster to changing market conditions and thereby reducing overall operational and maintenance related costs.

Systems Integration

BITS Consultancy Services has organised its end-to-end IT Systems Integration Services into two distinct streams:

- ▲ Specific IT solutions focusing on the needs of a particular business sector
- ▲ Generic enterprise solutions spanning all business sectors. These services, while supplementing the business specific IT solutions, are also critical in integrating the enterprise-wide operations as a logical whole.

Skills Assessment Consulting

BITS Consultancy Services also performs employee skills level assessments. This exercise assists companies to determine their employee skills and plan the necessary training for them, which could significantly improve their performance and that of the company itself.

Our trained Consultants provide the appropriate skills tests on the client's premises or at our training centres.

Digital

BITS can help companies in assessing their approach to digital transformation and defining their digital vision and operating strategies.

BITS also provide companies with an approach to execute their digital strategy while specification, selection and implementation of end-to-end digital solutions that empower them to become digital leaders in their respective industries and capture wholly new sources of value.

Our areas of expertise are:

- ▲ Digital readiness assessment
- ▲ User behaviour, expectation and experience analysis – Customer journey analysis
- ▲ Digital strategy creation and execution and actionable roadmap development
- ▲ OMNI-Channel strategy creation
- ▲ Digital Products and Services innovation
- ▲ Digital technologies and solutions specification and selection
- ▲ Mobile application and website design and development
- ▲ E-commerce design and development
- ▲ Big Data analytic

Technology Services Offering

Software Development Services

▲ Mobile Application Development and Management

BITS Consultancy Services is currently developing applications based on Android, OS and Windows and other network related computing platforms. Furthermore, we can develop architectural frameworks that can extend host-centric applications to the Mobile and beyond.

▲ Application Development and Management

BITS Consultancy Services is involved in developing applications for both distributed and centralised environments using proven methodologies and tools for thick and thin client systems. We have executed several full development life cycle projects using a multitude of databases, programming languages and toolsets.

▲ Web-centric Technology

BITS Consultancy Services is currently developing applications based on the Java language and other network related computing platforms. Furthermore, we can develop architectural frameworks that can extend host-centric applications to the web and beyond.

▲ Website & Portal Development

BITS Consultancy Services develops and maintains Websites & Portals for its customers utilizing various technologies such as Java EE, Struts, Spring, Hibernate Framework, ASP/ASP.Net, PHP, XML, AJAX, Cold Fusion, etc.

BITS has experience and expertise in developing and deploying Websites & Portals as per organisational requirements in B2B, B2C, P2P areas. Some of the Business-to-Business ventures involved supply chain management, online targeted sales and marketing, online purchase ordering and payments and property management.

Security

BITS can help companies in assessing their current security threats and approach to security and define their security strategies.

Our areas of expertise are:

▲ Security Policy Definition, Security Risk Analysis, Security Design and Implementation and Security Audits

▲ Security tools specification and selection

Product Maintenance

BITS Consultancy Services provides offshore maintenance of software products – customizing new installations, fine-tuning existing functionality, porting to new versions of software and adding new features. Customers benefit through significant reduction of time-to-market and better competitiveness through reduced maintenance and development costs.

Application Maintenance

BITS Consultancy Services undertakes the maintenance of legacy applications using a proven methodology that benefits the customer by directly reducing maintenance costs through improved productivity.

Re-engineering

BITS Consultancy Services undertakes re-engineering of legacy applications using a structured 're-engineering cookbook' approach. We have expertise in re-engineering applications that have little or no documentation.

Business Intelligence

Data Warehousing, Mining and Reporting BITS Consultancy Services undertakes data warehousing projects, particularly for systems that are handling massive databases and implementing multidimensional parallelism. This includes MIS, EIS, and Management Reporting Solutions. BITS are also involved in creating, maintaining and enhancing data warehousing applications at customer sites.

Conversion & Migration

The BITS Consultancy Services migration team can port legacy applications written in outmoded languages:

- ▲ Application Migration
 - Across platform
 - Across language
 - Across versions
- ▲ Data Conversion and Migration
 - Data Preparation

- Data Profiling
- Data Quality Management

Automated conversion and data quality tools are used to reduce project execution time & costs.

Hardware and Networking Services

Hardware Services

BITS Consultancy Services is associated with major Hardware vendors and is able to procure the required Hardware and Software Components for its customers. Our Hardware Services include:

- Assessment
- Hardware Selection / System Assembly
- Installation
- Existing Hardware Maintenance

Networking Services

BITS Consultancy Services is also involved in the Design and Implementation of optimal networking solutions, such as, LAN / WAN intranet based solutions. Our Networking Services include:

- Assessment / Feasibility / Investigation
- Design / Setup / Installation
- Implementation
- Maintenance / Support

Hardware Virtualization Services

The hardware virtualization offering seeks to improve the utilization of existing hardware where possible in order to minimize the number of physical servers requiring support, whilst reducing associated costs such as cooling, electricity and the collective carbon footprint.

Research and Development

BITS Consultancy Services has been involved in the Research and Development of cutting-edge technologies and products in order to provide the customer with the latest, most advanced solutions which meet the customer's emerging requirements. This essentially reduces the product and technology risk usually experienced by the business.

Training

Software Training

BITS Consultancy Services designs software educational programmes for the corporate sector and individuals. These courses are extensive and designed to provide in-depth practical, hands-on training with real-life examples and scenarios. This training can be undertaken at our premises or on-site at customer locations.

Hardware Training

BITS Consultancy Services designs hardware educational programmes for individuals. These courses are extensive and designed to provide in-depth practical oriented, hands-on training.

Networking Training

BITS Consultancy designs complete networking educational programmes for the corporate sector and individuals. These courses are extensive and designed to provide in-depth practical oriented, hands-on training.

For further detail on course content, please refer to the BITS training brochure.

Resource Services

Consultant Placement Services

BITS Consultancy Services provides Consultant placement services to its valuable customer from its pool of highly skilled individuals with competencies on various technology platforms, where customer can be benefited by reducing project delivery timelines as well as development, resources overhead and maintenance costs. We provide the following technology platforms competencies:

- Java Enterprise Edition
- .Net and C#
- PHP
- BPMS (Oracle, IBM, OpenText, etc)
- CRM & ERP (SAP, Oracle and Opensource)
- Testing tools (HPQualityCentre, JIRA, QTP, Confluence, Spira, Jazz, KMS, etc.)

Consultants experienced in the following roles are available for placement:

- ICT strategists
- Enterprise Architects (Business, Information / Data, Solution Application, Integration, Security, etc.)
- Program/Project Managers
- Business / System Analysts
- Developers (Java, ASP.NET, C#, PHP, Oracle, Websphere, Weblogic, Jboss, etc.)
- Test Manager/ Test Analysts/ Testers
- BPM Consultants
- SOA Consultants
- Network Engineers
- SAP Consultants

Career Development

BITS Consultancy Services has been involved in the skills and career development of previously disadvantaged communities by providing the necessary training and consultation, in order to contribute to the growth of community.

Products

BITS Consultancy Services has capabilities in the Products space, and can provide benefits to its customers in terms of highly customized product development and the support and maintenance thereof. These services are available across a wide range of business domains such as the Financial, Real Estate, Tourism, Supply Chain, Telecommunication, and Automotive domains.

The following are the three core Product offerings provided by BITS Consultancy Services:

- ▲ Customized, tailor made product development
- ▲ The sale, support and maintenance of third-party products
- ▲ Support and maintenance of open source products

Industries

BITS Consultancy Services over the years has built the proven track record of serving the diverse industries and delivering the results that industries can build on because we have helped develop an organization that is more robust and able to adapt to shifts in the environment.

BITS helps the following diverse industries to achieve their desired results.

- ▲ Automotive
- ▲ Aviation
- ▲ Banking
- ▲ Construction
- ▲ E-Commerce
- ▲ Financial
- ▲ Hospitality
- ▲ Insurance
- ▲ Manufacturing
- ▲ Mobile
- ▲ Public Sector
- ▲ Professional Services
- ▲ Park Management
- ▲ Real Estate
- ▲ Rent-a-Car
- ▲ Retail
- ▲ Tourism
- ▲ Telecommunications
- ▲ Supply Chain

Business Alliances

BITS Consultancy Services offers a wide range of IT solutions that spread across business, process, quality, technology and training. The depth and breadth of our solution offerings is enabled by strategic alliances with different business, technology and training leaders. In conjunction with our alliance partners, our focus is to continue to develop and deliver industry, technology and training solutions that add business value to clients.

Partners

BITS Consultancy Services has strategic business alliance partnerships with many different companies.

Associates

BITS Consultancy Services has agreements with various Subject Matter Experts and technical specialists.

How to Contact Us

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