



# ADAPT IT HOLDINGS LIMITED INVESTOR DAY 2019

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# OUR EXECUTIVE TEAM



## GROUP EXECUTIVES



**SIBUSISO (SBU)  
SHABALALA**  
Chief Executive Officer



**TIFFANY  
DUNSDON**  
Chief Commercial Officer



**CRAIG  
YOUNG**  
Chief Operations Officer



**NOMBALI  
MBAMBO**  
Chief Financial Officer



**TONY  
VICENTE**  
Chief Strategy Officer

## DIVISIONAL EXECUTIVES



**JODI  
JOSEPH**  
Financial Services



**SCOTT  
BREDIN**  
Manufacturing



**SERAJ  
ABRAHAMS**  
Energy



**PAUL  
STEPHENSON**  
Hospitality



**LUXOLO  
RUBUSHE**  
Education







**STEVEN  
SUTHERLAND**  
Communications

# AGENDA



Guest Arrival		08:30 - 09:00
Welcome and Strategic Overview	Sbu Shabalala & Tony Vicente	09:00 - 10:00
Industry Business Overview: Part 1	Industry Leaders	10:00 - 10:30
Tea Break	All	10:30 - 11:00
Industry Business Overview: Part 2	Industry Leaders	11:00 - 11:55
Conclusion	Sbu Shabalala	11:55 - 12:00

# KEY MILESTONES ACHIEVED


## Above market revenue growth

-  Diversified **geography**
-  Diversified **portfolio of products and solutions**
-  Targeted **new clients**
-  Strengthened **strategic sales** function





## Capital re-investment

-  Effected **share buy-back**
-  **Strategic acquisitions** to enhance industry offerings:
  - Education: Strive Software and Wisenet Group
  - Financial Services: CQS Confirmations
  - Communications: LGR Telecommunications and Conor Solutions

## Extend geographically reach

-  **Pan African presence**
  - Market share gained in **Kenya** and **Botswana**
-  **Global presence**
  - **Australia** and **New Zealand** expansion

## Business integration

-  Successfully commissioned the **Johannesburg campus**
-  Enhanced **back office** and **support structure** capabilities
-  Complete and comprehensive **Strategy review**
-  Solidified Adapt IT **culture and values**

# WHAT WE DO



A leader in **specialised software** and **digitally-led** business solutions.

We provide **leading specialised software** and **digitally-led business solutions** that assists clients, across the targeted industries, to achieve more by improving their:

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

# SECTOR FOCUS



## EDUCATION

- Universities
- Private Colleges
- Technical and Vocational Education and Training Colleges



## FINANCIAL SERVICES

- Corporates
- Network Audit Firms
- Public Sector



## COMMUNICATIONS

- Mobile Network Operators
- Regulatory Authorities
- Law Enforcement Agencies
- Large Corporates



## MANUFACTURING

- Mining and Utilities
- Sugar Associations, Manufacturers and Mills
- Security Industry



## ENERGY

- Oil Majors
- Downstream Oil and Gas
- Mining and Chemicals



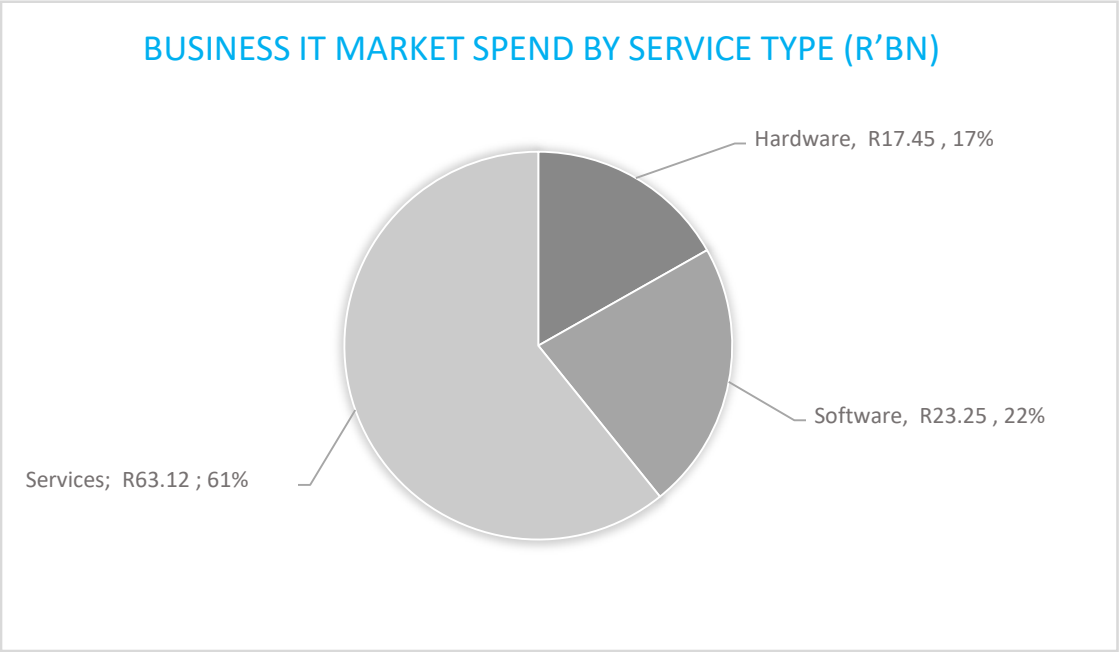
## HOSPITALITY

- Food and Beverage
- Hotel Industry

# OPPORTUNITIES FOR ADAPT IT

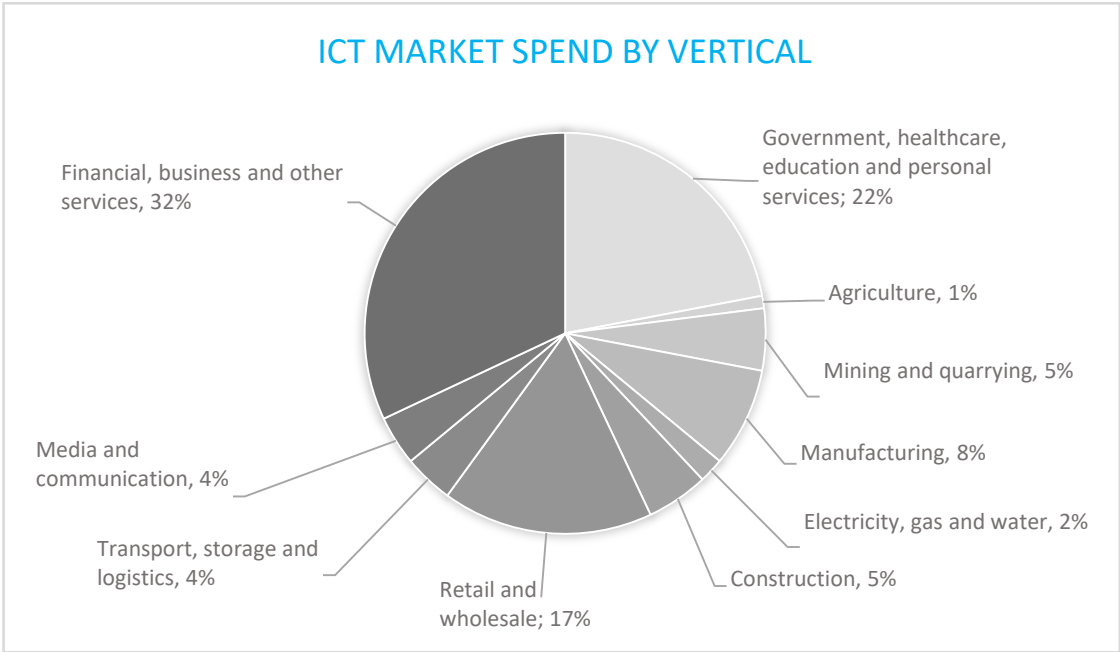


IT Services sector is the **biggest revenue driver: 61%** of business market spend.



Source: BMIT, SA IT Enterprise Market Sizing Forecast 2018

The **Financial, business and other services** sector is the **largest sector**.



The services sector is the largest revenue driver and Financial Services is the biggest sector – this represents a significant market diversification opportunity for Adapt IT.

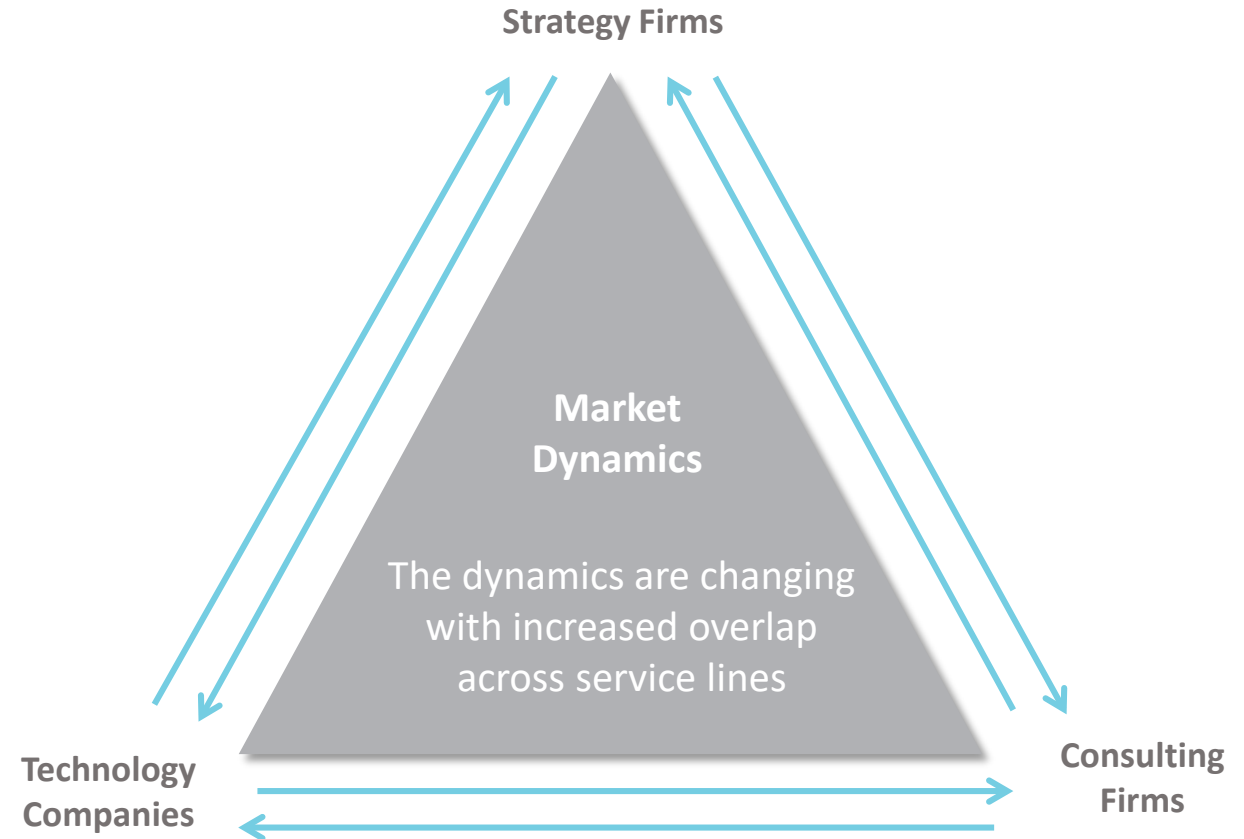


# REMAINING STRATEGIC

The market landscape is changing and corporate services companies are diversifying to offer complementary solutions.

- Strategy Firms are diversifying into consulting and information technology services offerings.
- Consulting Firms are diversifying into strategy and information technology service offerings.

There is increased overlap between Professional and IT Services organisations.



Adapt IT will need to be more strategic and value adding to clients to maintain a competitive advantage.

# UNDERSTANDING ADAPT IT MARKET SHARE

## ADAPT IT MARKET SHARE

Market	Market Size
Adapt IT Total SA Revenue	R1 billion
Addressable SA Market Size (Current Products and Services)	R5 billion
Share of Addressable Market	17%
Broader Software + Services Market (excluding BPO)	R48 billion
Adapt IT share of broader market	2.2%



Adapt IT's **addressable market** is estimated to be **R5 billion** - approximately **17%**.



The **software and services market** in South Africa\* is estimated at **R48.5 billion**.



Adapt IT **market share is** approximately **2.2%**.

\*Excluding Business Process Outsourcing

## ADDRESSABLE INDUSTRY MARKET SHARE

Division	Estimated SA Market Share
Education	40% - 50%
Manufacturing	15% - 20%
Hospitality	85% - 95%
Financial Services	55% - 65%
Energy	10% - 20%
Communications	55% - 60%



We are recognised as **industry leaders** in many of the markets we operate in.

Source: BMIT, SA IT Enterprise Market Sizing Forecast 2018

# ADAPT IT VISION



## ORGANISATIONAL STRUCTURE, GOVERNANCE & RISK CONTROLS

- Global
- South African Head Office
- Strategic Regional offices
- Centralised Risk Management
- Leading Governance and Controls

## MARKETS & REGIONAL STRUCTURES

- Pan African Market
- Southern African Development Countries
- East Africa
- West Africa
- International Market
- Australia
- New Zealand

## OPERATIONAL & TECHNOLOGY INFRASTRUCTURE

- Shared services
- Finance
- Commercial
- Strategic sales
- Marketing
- Strategy
- Human Capital Management
- Integration Management
- Customer Experience monitoring
- Technology
- Integrated systems
- Leading customer centre

## CORE BUSINESS PROCESSES AND CAPABILITIES

- Software Sales
- Technology Innovation
- Application Development
- Application Support
- Industry Specific IP Development
- Industry Consulting
- Digitally-Led Business Consulting
- Software Enabled Business Process Outsourcing

## FINANCIAL AMBITION

- Revenue Growth
  - Organic growth target
  - Acquisitive growth target
- Profitable Growth
  - EBITDA target
  - HEPS growth target

## PROPOSITIONS & BRANDS

- We provide leading specialised software and digitally-led business solutions that assists clients, across the targeted industries, to achieve more by improving their:
  - Customer Experience
  - Core Business Operations
  - Business Administration
  - Enterprise Resource Planning
  - Public Service Delivery

## CLIENTS & CHANNELS

- Primary Specialised Industries
  - Education
  - Telecommunications
  - Finance Professionals
  - Hospitality
  - Energy & Natural Resources
  - Financial Services
- Targeted Large Accounts
  - Private Sector
  - Public Sector
- Leading Sales Processes
  - Digital (Self-Service Offerings)
  - Key Account Program
  - Divisional Salesforce
  - Strategic Alliances

## PEOPLE & CULTURE

- A caring organisation
- Reflective of country demographics
- Experts in our respective markets
- Delivery focused and responsive
- Values based culture
  - Respect
  - Honesty
  - Responsibility
  - Accountability

## CONTRIBUTION TO COMMUNITIES

- Employee Development
  - Further education sponsorship
- Employment Creation
  - Employment of local professionals
- Social impact in communities
  - Prioritising Maths, Science and ICT education

“A leader in specialised software and digitally-led business solutions”

# STRATEGIC PRIORITIES



**PAN AFRICA GROWTH**



**AUSTRALASIA GROWTH**



**STRENGTHENED SALES**



**EFFECTIVE STRUCTURE**



**INNOVATION ON OWN INTELLECTUAL  
PROPERTY**



**ENHANCED ORGANISATIONAL CULTURE**

# SESSION OVERVIEW



Jodi Joseph

Financial Services



Seraj Abrahams

Energy



Scott Bredin

Manufacturing



Paul Stephenson

Hospitality



Luxolo Rubushe

Education



Steven Sutherland

Communications



**Industry overview** focused on:

- History
- Understanding our markets
- Product and Industry Value Proposition
- Clients
- Growth prospects

**We will answer questions** after presentation slots:

- Before the tea break
- Before the concluding session



# FINANCIAL SERVICES



# WHO WE ARE



**Jodi Joseph**

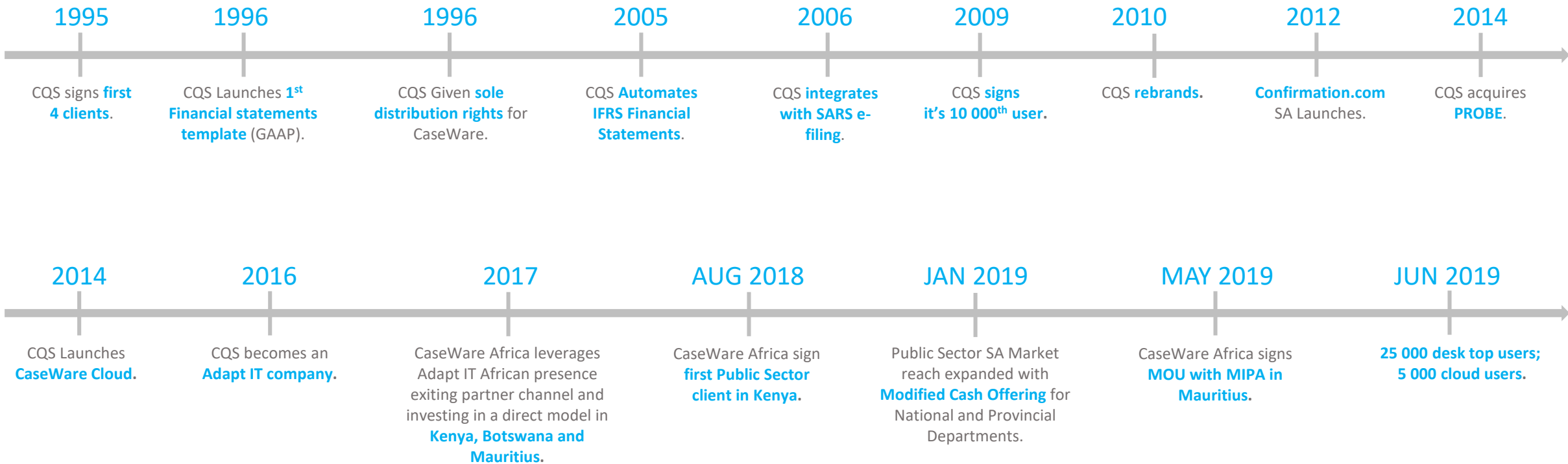
Finance Professionals

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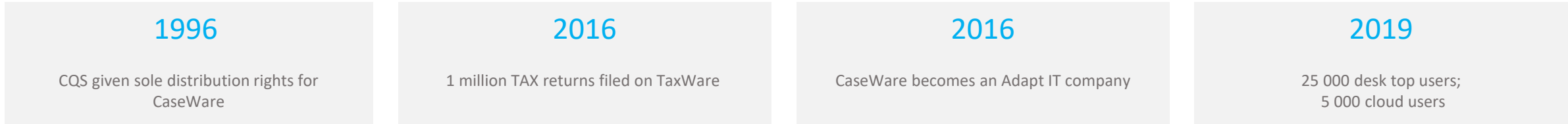
CaseWare is the **leading global provider** of auditing and financial software and is relied on by **more than 25 000 users across Africa**.

We provide a full range of professional services and “**best of breed**” **software solutions** to thousands of customers. Our range of software solutions automates financial statement and assurance engagements, streamlines tax management processes, enables simplified time and billing as well as takes care of Company Secretarial duties.

# OUR HISTORY



## MILESTONES





# UNDERSTANDING OUR MARKET

## INDUSTRY TRENDS

The auditing and accounting profession has continued to see **unprecedented change**. The accelerating pace of change in advancing technologies specifically in relation to **advanced analytics, robotics, process automation and emerging innovations** will play a pivotal role.

**New technologies** will have to be matched with people who know how to effectively use these tools. Clients also increasingly expect the auditor and finance professionals to provide a **more forward-looking view** of the world and insights. The **regulatory standards and platforms** are playing catch up with technology and big data opportunities, while the power of the regulators continue to grow.

**Public Sector** adoption of international accounting standards for reporting across Africa.

## OUR RESPONSE

**Fully cloud based integrated offerings** that leverage big data and automate production; freeing up time for value added services; enabling collaboration and consolidated oversight.

**Data driven solutions**; analytics embedded throughout financial management and audit processes.

**Partnering with Regulators** on their digitisation journey including SARS, CIPC and IRBA in South Africa.

Highly automated **IPSAS solution** for cash and accrual basis of reporting.

**Partnering with Institutes** across the African continent.

# PRODUCT VALUE PROPOSITION



## PRODUCT

## VALUE PROPOSITION

Financial Reporting	<ul style="list-style-type: none"> <li>Tools that drive <b>efficiency, accuracy and compliance</b> through the automation of financial statements and associated notes and accounting policies.</li> <li>Includes a <b>flexible framework</b> that can evolve with expanding market needs, reporting standards &amp; legal requirements, local market requirements and newly introduced reporting requirements &amp; legislation.</li> </ul>
Assurance	<ul style="list-style-type: none"> <li>Facilitates the <b>application of audit methodology in line with international auditing standards</b>.</li> <li>Enables <b>automation, efficiency, compliance and collaboration</b>.</li> <li><b>Automates integration</b> with financial statements driving significant <b>timesaving</b> in the planning phase.</li> </ul>
Tax	<ul style="list-style-type: none"> <li>Holistic <b>tax practice management</b> for individuals &amp; corporate tax submissions.</li> <li>Tax practitioner empowerment that <b>streamlines activities</b> enabling practitioners to get more done faster.</li> <li>Tools that facilitate <b>import, calculation and submission</b> of tax returns to the receiver of revenue.</li> <li>Facilitating tools that enable <b>collaboration between practitioners and taxpayers</b>.</li> </ul>
Secretarial	<ul style="list-style-type: none"> <li>Holistic <b>secretarial process management</b> within a single solution.</li> <li>A <b>unified view of all secretarial jobs</b> that need to be done, stay on track and are driven to conclusion.</li> <li>Secretarial <b>workflow management automation</b> of all tasks involved in ensuring all CIPC requirements are met.</li> <li>Tools and integration that allow for <b>collaboration</b> between the secretary and the customer.</li> </ul>
Time and Billing	<ul style="list-style-type: none"> <li><b>Time and expense tracking</b> tools for practices facilitating simple monitoring of time spent, as well as <b>accurate and efficient billing of customers</b> driving profitability.</li> </ul>
Cloud Engagements	<ul style="list-style-type: none"> <li><b>Cloud based collaboration</b> that facilitates a multitude of engagements between various entities, providing for online document management &amp; storage, task workflow as well as dashboards &amp; visualisations.</li> </ul>



## INDUSTRY VALUE PROPOSITION

We provide a **full range of professional services** and “**best of breed**” **software solutions** to thousands of customers.

Our range of software solutions **automates financial statement and assurance** engagements, **streamlines tax management processes**, enables **simplified time and billing** as well as takes care of **secretarial duties**

# OUR CLIENTS



## NETWORKS



MOORE STEPHENS



## SMP'S



## CORPORATES



Maitland



## AFRICA PUBLIC SECTOR



# OUR CLIENTS



### SA LEGISLATURES



**GAUTENG**  
LEGISLATURE  
Your View — Our Vision  
Gauteng Provincial Legislature



**treasury**  
Department:  
Treasury  
**PROVINCE OF KWAZULU-NATAL**  
KZN Provincial Treasury



**LIMPOPO**  
PROVINCIAL GOVERNMENT  
REPUBLIC OF SOUTH AFRICA  
Limpopo Provincial Legislature



**feed**  
Finance, Economy & Enterprise Development  
North West Provincial Government  
Republic of South Africa  
KwaZulu Natal Provincial Legislature

### SA MUNICIPALITIES



**nelson mandela bay**  
MUNICIPALITY  
Nelson Mandela Bay Metropolitan Municipality



**CAPRICORN**  
DISTRICT MUNICIPALITY  
Capricorn District Municipality



**BUFFALO CITY**  
METROPOLITAN MUNICIPALITY  
Buffalo City Metropolitan Municipality



**Joburg**  
City of Johannesburg Metropolitan Municipality

### SA PUBLIC ENTITIES



**CETA**  
Construction Education and Training Authority  
Construction Education and Training Authority



**CEF**  
Group of Companies  
Central Energy Fund



**UNIVERSITY OF JOHANNESBURG**



**Post Office**  
South African Post Office Limited

### SA DEPARTMENTS



Province of the  
**EASTERN CAPE**  
PROVINCIAL TREASURY  
Eastern Cape Department of Finance



Province of the  
**EASTERN CAPE**  
ECONOMIC DEVELOPMENT,  
ENVIRONMENTAL AFFAIRS AND TOURISM  
Economic Development Environmental  
Affairs and Tourism



**correctional services**  
Department:  
Correctional Services  
REPUBLIC OF SOUTH AFRICA

# LOOKING AHEAD



## Our growth prospects include:

### »»» Pan African

- **Financial Professionals** expansion Network firm drive.
- **Small Medium Practice Market Penetration** through Institutes partnerships.

### »»» Pan African Public Sector Expansion.

»»» Expansion into **Provincial** and **National Departments** in South Africa.

»»» **Integration of Analytics** capabilities into all Audit offerings.





# WHO WE ARE



Seraj Abrahams

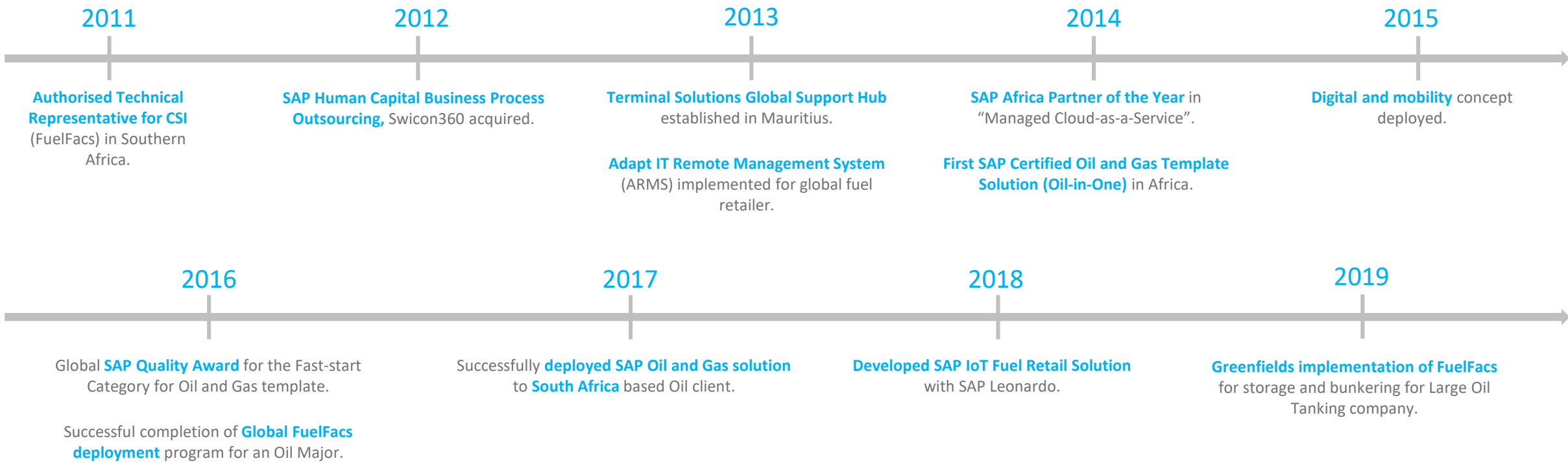
Energy

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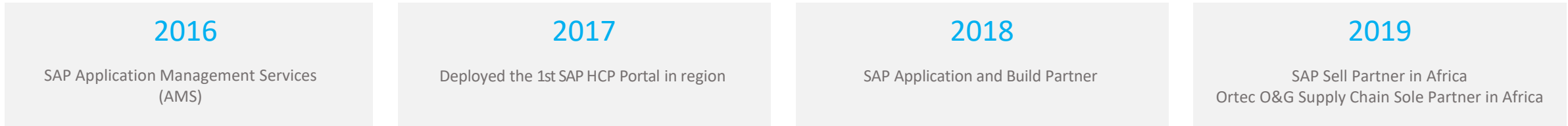
**Adapt IT Energy professionals** are **Supply Chain experts** who design, implement and support SAP™ and leading Supply Chain solutions within the **Oil and Gas sector**, in Africa and Globally.

With **deep industry knowledge** and expertise, we provide **thought leadership, innovation and digitisation** across the Oil and Gas Supply Chain value chain, with premier solutions for companies operating Refineries, Bulk Fuel Distribution and Storage, Warehousing, Retail and Commercial.

# OUR HISTORY



## MILESTONES





# UNDERSTANDING OUR MARKET

## INDUSTRY TRENDS

The **African Oil and Gas Market** is dominated by **Downstream activity** – Refining, Storage, Distribution, Marketing.

Target markets **deploy regulated pricing models** – guarantees ROI for marketers and Retailers.

**Majors have divested** outside of SA with the **emergence and growth of independents and mid-tier Oil companies**.

Some markets within Africa **facilitate upstream logistics and Oil & Gas distribution services** to other regions in Africa

**Significant investments** in the **development of storage** and **supply capacity** to **increase throughput**.

**Retail offering** as a **differentiator** in a regulated market.

## OUR RESPONSE

Diversifying into **new markets** with focus on **SADC, East and West Africa**.

Additional segment focus in **small to mid-tier enterprises**.

**Further developing relationships** with Operators and EPC's.

Strengthen **partnership and alignment with SAP** with differentiation through the provision of **niche, sector leading solutions**.



**Extend** our **Product and Solutions** offering through the addition of **Fuel Retail** and **Transport & Distribution** solutions to existing ERP, Terminal Automation and Supply Chain offering.

**Enhance and solidify** our O&G and Supply Chain **specialisation and reputation**.

# PRODUCT VALUE PROPOSITION

## PRODUCT

## VALUE PROPOSITION

	<ul style="list-style-type: none"> <li>An <b>industry leading, turn-key Business Management Solution</b> for Large and Mid-sized Oil &amp; Gas Enterprises, with pre-configured <b>best practice Oil &amp; Gas business and system</b> processes. For simplified, <b>reduced time to value</b> and <b>more cost-effective</b> SAP implementations.</li> </ul>
	<ul style="list-style-type: none"> <li>TechnipFMC <b>Fuel-FACS+ (Terminal Automation and Control Solution)</b>, the <b>world leading</b> facility business management system, provides fully <b>automated fuel terminal operations</b> by managing every aspect of product movement. Adapt IT Energy is an <b>Authorised Technical Representative of TechnipFMC</b>, the leading provider of measurement and automation solutions.</li> </ul>
	<ul style="list-style-type: none"> <li>ARMS (Adapt IT Remote Management Systems) is a truly Operating-System agnostic <b>automated support and maintenance</b> solution which <b>enables high availability and performance</b> of IT Infrastructure and Applications for <b>Fuel Marketers</b> with <b>large distributed networks</b>.</li> </ul>
	<ul style="list-style-type: none"> <li>ORTEC provides sophisticated and comprehensive <b>Advanced Planning</b> and <b>Transport &amp; Distribution</b> solutions. Adapt IT is an <b>Africa partner for ORTEC</b> – a <b>world leader in supply chain and logistics solutions</b>.</li> </ul>
	<ul style="list-style-type: none"> <li>Adapt IT is the <b>leading SAP PMC (Partner Managed Cloud) HCM providers</b> within Africa. We offer an <b>advanced Human Capital Management and Payroll</b> solution in a SaaS model.</li> </ul>



## INDUSTRY VALUE PROPOSITION

Adapt IT Energy has **deep sector focus and knowledge**.

**Niche** solutions and services **within Oil & Gas**.

**Supply Chain** professionals.

Extensive expertise and **highly skilled functional & technical** consultants in Downstream O&G.

Track record in **large scale SAP and Supply Chain** solution implementations.

Lead **Terminal Automation software provider** and implementer in Africa.

# OUR CLIENTS



# LOOKING AHEAD



## Our growth prospects include:

- » **Penetration** of the Pan Africa market.
- » **Gain** market share within Independent and mid-tier customer segment.
- » **Strategic** partnership with SAP™.
- » **Extend** the Supply Chain solutions.
- » **Improve** software solutions within Oil and Gas.

# MANUFACTURING





# WHO WE ARE



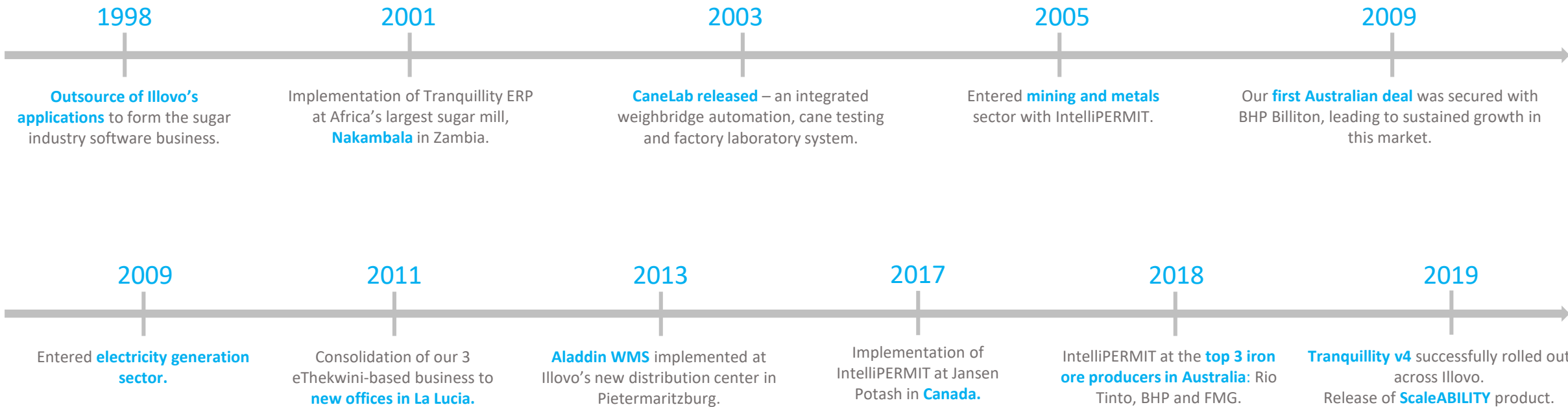
**Scott Bredin**  
Manufacturing

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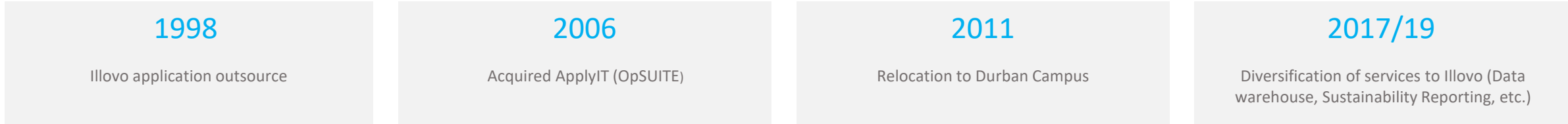
**Specialised software solutions** for the manufacturing, agri-processing, resources and utilities sectors.

The Adapt IT Manufacturing division develops software solutions for manufacturing, agri-processing, resources and utilities sectors, servicing over **120 clients** in **27 countries**. The division combines **23 years** of experience with a consultative approach to design innovative solutions that address unique sector challenges ranging from the coordination of large-scale procurement; inventory management; control payment of cane growers; to solutions managing the safety of nuclear power plant refueling shutdowns.

# OUR HISTORY



## MILESTONES



# UNDERSTANDING OUR MARKET

## INDUSTRY TRENDS

The sugar industry is under **severe pressure with low global prices**, sugar taxes in SA and cheap imports flowing into most African countries.

Many segments of the resources sector continue to be challenged by **low commodity prices**. This means a strong focus on deepening digitisation of operations, as well as extending automation to a wider range of processes.

**Safety and compliance remain essential** to the social license to operate.

There is an **ongoing battle to attract and retain talent** in the broader mining and manufacturing industry.



## OUR RESPONSE

Our services are geared towards **improving the efficiency of our client's operations** so that they are able to be competitive globally. This includes **automation of the supply chain** with supplier self-service and transformation of administrative functions.

Maturation of our software products into platforms to **support digital transformation**. This means a far **greater emphasis on APIs** for integration with a diverse ecosystem of systems that **leverage IoT, mobile, AI and VR technologies**.






Our **operational risk solutions** are in **high demand**.

We provide **outsourced support** and **strategic technology solutions** to our customers.

User **Experience (UX) specialists** are now regarded as a critical role for our development teams to ensure that our products are as easy to use as social media apps.



# PRODUCT VALUE PROPOSITION

PRODUCT	VALUE PROPOSITION
 TRANQUILLITY	<ul style="list-style-type: none"> <li>• <b>Sugar industry-focussed ERP solution</b> with specialised functions such as cane grower payments.</li> </ul>
 CANELAB	<ul style="list-style-type: none"> <li>• <b>Integrated logistics and laboratory information management</b> for sugar mills and ethanol plants.</li> </ul>
Scale▲BILITY	<ul style="list-style-type: none"> <li>• <b>Secure weighbridge automation</b> with fraud-prevention features.</li> </ul>
 intelli permit	<ul style="list-style-type: none"> <li>• Electronic <b>permit to work and energy isolation management</b> that improves safety, compliance and efficiency of maintenance work and shutdowns.</li> </ul>
 opsuite	<ul style="list-style-type: none"> <li>• <b>Adaptable, integrated platform for operations management:</b> shift handover, rounds checklists, operating instructions.</li> <li>• Manage EHS processes (incidents, meetings, job observations) to <b>improve compliance</b>.</li> </ul>
 EasyRoster <small>an Adapt IT company</small>	<ul style="list-style-type: none"> <li>• <b>Effective management system</b> used for the rostering and posting of shift workers.</li> </ul>



## INDUSTRY VALUE PROPOSITION

**Niche software products** for sugar mills, power stations, mines and other heavy industry.

Sector-specific **subject matter experts**.




# OUR CLIENTS



# LOOKING AHEAD



Queensland coal mine. Source: BHP

## Our growth prospects include:

- » Our sugar industry customer base is a rich source of future growth as they **transform their businesses** in order to **remain competitive**.
- » The large mining and metals sector in Australia continues to provide us with a **strong pipeline of opportunities** for **IntelliPERMIT** and adjacent solutions.
- » The **petrochemical industry** is the **largest spender on safety solutions worldwide**, and we plan to leverage our group presence in this sector to cross-sell our operational risk management solutions.

# HOSPITALITY



# WHO WE ARE



**Paul Stephenson**  
Hospitality

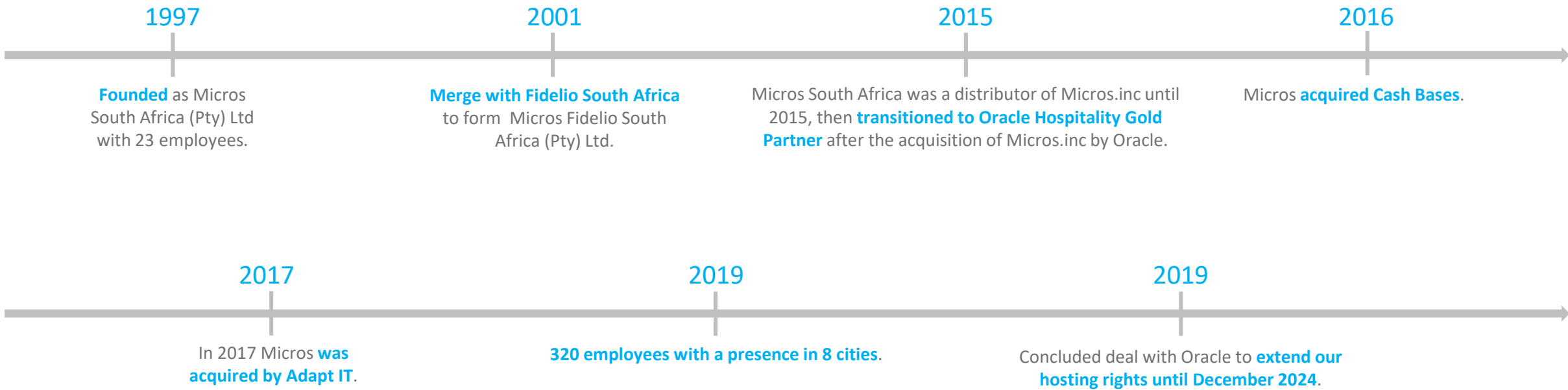
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We are a business of hospitality experts providing technologies to our customers that improve their **service, controls, efficiency** and **profitability**. We enable the hospitality industry.

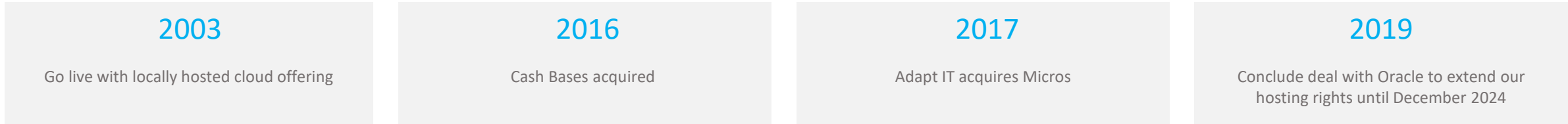
The Adapt IT **Hospitality division** was created through the acquisition of Micros South Africa and thus positions Adapt IT as a leader in the hospitality, retail, and food and beverage industries. Micros has over **21 years' experience** and over **300 employees** specialising in the resale, support, and deployment of software and hardware products. The Micros division complements these services with rapidly growing cloud solutions and the provision of professional services for the hospitality industry.



# OUR HISTORY



## MILESTONES



# UNDERSTANDING OUR MARKET

## INDUSTRY TRENDS

The **requirement for food and beverage business to be present online** is becoming a key driving factor for the first time in the South African food sector.

**Aggregators are significantly changing the way the consumer buys** from food and beverage establishments, resulting in many having to rethink their operational strategies.

**Cloud is now a key factor** in most of our customers buying decisions for Food and Beverage and Hotel industries.



## OUR RESPONSE

We already have an established online presence - we are live in Nandos and Kauai, both using our cloud integration platform, which provides a single entry point for multiple vendors to integrate to multiple and disparate Point of Sale systems.

**We have been live with our cloud offering for the Food and Beverage sector since 2003**, starting with reporting and analytics, this now includes Point of Sale (POS), Inventory Management, labour management and loyalty.

**Our Cloud solution for the Hotel market is due for release in South Africa in October**, in addition we are offering hosted hotel solutions from our data centre for the legacy on-premise solution where.

# PRODUCT VALUE PROPOSITION

PRODUCT	VALUE PROPOSITION
RES 3700	<ul style="list-style-type: none"> <li>A on-premise solution used in thousands of food and beverage outlets around the world. <b>With extensive functionality that is configured to your businesses requirements</b>, Oracle Hospitality RES 3700 offers the complete on-premise package for restaurant operators, it includes Point of Sale (POS), Reporting, Inventory Management, Labour Management, Loyalty, Delivery, Financial Management and is fully integrated to our cloud back office solution for those customers requiring an enterprise solution.</li> </ul>
Simphony 2	<ul style="list-style-type: none"> <li><b>A Premiere cloud and mobile restaurant Point of Sale platform</b>, providing enterprise Point of Sale (POS) and back-office functionality to support a wide range of food and beverage operations including Point of Sale, Mobile devices, kitchen display screens and Reporting &amp; Analytics.</li> </ul>
Cloud Enterprise Back Office	<ul style="list-style-type: none"> <li><b>A Premiere cloud restaurant management platform</b>, providing enterprise back-office functionality to support a wide range of food and beverage operations including Reporting &amp; Analytics, Inventory Management, Labour Management and Loyalty.</li> </ul>
Opera 5	<ul style="list-style-type: none"> <li><b>A full-featured, hotel management system</b> that enables you to deliver world-class guest service and increase operational efficiency across the property. Opera 5 covers all aspects of hotel management including Property Management, Central Reservations, Sales and Catering, channel management and web site integration.</li> </ul>
Opera Cloud	<ul style="list-style-type: none"> <li>An enterprise platform for <b>hotel operations and distribution</b>. It offers the comprehensive, next-generation capabilities hotels need to enhance guest experiences and improve the operating efficiencies of their hotels.</li> </ul>



## INDUSTRY VALUE PROPOSITION

We are hospitality experts with **solutions specifically designed for all aspects of the hospitality industry**, making us the **only provider that has a complete offering**, be it Point of Sale (POS), Property Management, Inventory Management, Labour Management, Sales and Catering, Central Reservations, Channel Management, Loyalty and industry specific hardware.



# OUR CLIENTS



# LOOKING AHEAD



## Our growth prospects include:

- » **Conversion** of our on-premise customers to cloud.
- » We have a significant opportunity in the SME retail sector with our **new cloud based retail platform**.
- » **Online integrations** using our cloud based integration platform.

# EDUCATION



# WHO WE ARE



**Luxolo Rubushe**

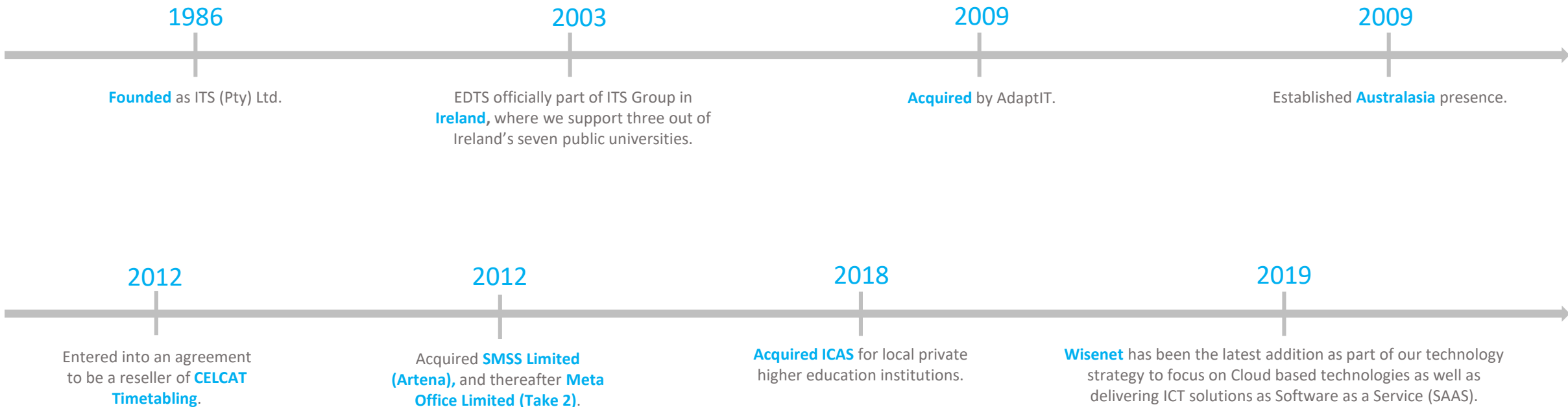
Education

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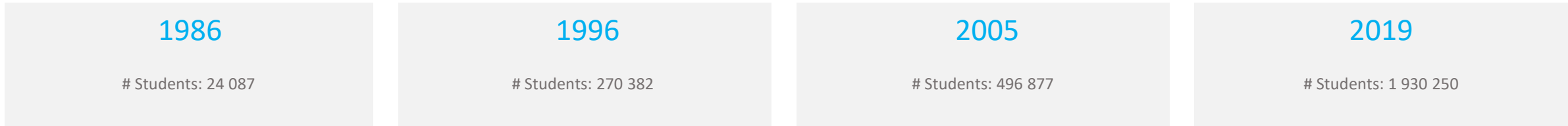
**We understand Education.** Our solutions provide value across the student management lifecycle – enquiry, application, registration, study period, examination and graduation.

The Adapt IT Education division provides solutions to higher and further education institutions worldwide. The division's operations span **32 years** servicing more than **800 customers** in Africa, Europe and Australasia, with the flagship product being the comprehensive administrative Enterprise Resource Planning (ERP) software solution – Integrated Tertiary Software (ITS Integrator).

# OUR HISTORY



## MILESTONES





# UNDERSTANDING OUR MARKET

## INDUSTRY TRENDS

Drive for <b>Return on ICT Investments</b> .
Drive towards Student <b>Self-Service</b> .
<b>E-learning</b> .
<b>Innovation:</b> <ul style="list-style-type: none"> <li>Artificial Intelligence</li> <li>Augmented and Virtual Reality</li> <li>Internet of Things</li> <li>Security: Campus and Classroom access</li> <li>Big Data &amp; Analytics</li> </ul>








## OUR RESPONSE

Drive for Return on ICT Investment through <b>Modernisation and Automation</b> , and introduction of <b>Cloud Technologies</b> .
<ul style="list-style-type: none"> <li>Setting up a <b>Digital Research and Innovation Unit</b>, focusing on: <ul style="list-style-type: none"> <li><b>SMART CAMPUS</b></li> <li><b>E-Learning</b> classroom infrastructure and content delivery e.g. ITS Partnership</li> <li>Introduction of <b>Chatbots</b> in Higher Education in order to reduce Contact Centre costs and improve service levels.</li> <li>Development of an <b>authenticated student identification</b> application that is not only RICA and FICA compliant, but also enables electronic document signature.</li> </ul> </li> </ul>



# PRODUCT VALUE PROPOSITION

PRODUCT	VALUE PROPOSITION
	<ul style="list-style-type: none"> <li>A solution incorporating <b>integration</b> of student administration with finance, HR/ payroll, comprehensive and <b>integrated compliance reporting</b> and <b>Self-Service</b> and <b>mobile functionality</b> through the iEnablers.</li> </ul>
	<ul style="list-style-type: none"> <li>Artena is a <b>web-enabled online student lifecycle management system</b> which allows users to track and manage students from their enrolment to graduation.</li> </ul>
	<ul style="list-style-type: none"> <li>A <b>student management system</b> purpose-built for the private higher education sector and corporate training sector. It is web-based solution and subscription based for cost effectiveness in order to respond to the ever-changing needs.</li> </ul>
	<ul style="list-style-type: none"> <li>A <b>Learning Relationship Management tool</b> that meets the needs of all <b>training organisations</b> in compliance, learner engagement, automation, documentation, employers and agents and management reporting.</li> </ul>
	<ul style="list-style-type: none"> <li>A complete state of the art <b>Timetabler solution</b> for optimising <b>resource utilisation, timetable publication, ad-hoc room booking, attendance tracking, and pay claim management.</b></li> </ul>



## INDUSTRY VALUE PROPOSITION

An **integrated** student, finance and HR/ Payroll solution for **end to end student lifecycle management** in the **public** as well as **private higher education institutions.**

# OUR CLIENTS



# LOOKING AHEAD



## Our growth prospects include:

- » Execute our **Pan Africa Strategy**.
- » **Automate** and **Modernise**.
- » **Innovate** through partnerships.

# COMMUNICATIONS



# WHO WE ARE



Steven Sutherland

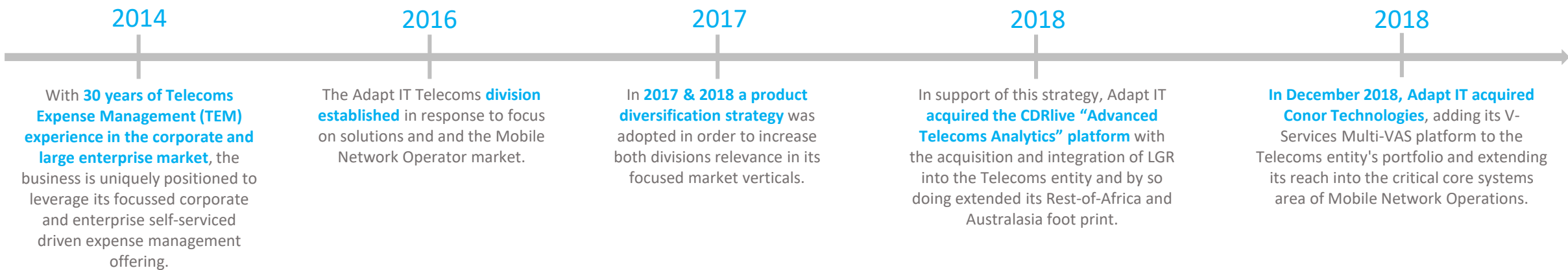
Communications

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Adapt IT Communications provides **proprietary software** to the Telecommunication Industry. Our TEM business focuses on **improving our customer's financial bottom line** through the implementation of smart spend management solutions. Our objective is to provide **robust technology solutions** to solve our customers' business problems.

The Communications division is a leading provider of cloud-based communication technology expense management solutions, servicing over **1 000 corporate customers** across multiple sectors. The Service Provider Solutions (SPS) competency further provides branded self-service capabilities to Mobile Network Operators across Africa as well as advanced Mobile Operator analytical applications.

# OUR HISTORY



## MILESTONES





# UNDERSTANDING OUR MARKET

## INDUSTRY TRENDS

**Digitisation** dominates this sector with – **Customer Experience – Self-Service**/Self-Care - KYC (Know-Your-Customer) - **Artificial Intelligence** and **Augmented Reality** all being considered as must have technologies.

Cash flow pressures are being experienced across the industry, **monetisation of both existing as well as future assets is a critical consideration** for all decision makers. **VAS** or Value-added-Services and the efficient and effective implementation of these are considered key to any carrier's future sustainability.

Adopting platforms will be based on whether they are **Cloud-based** or cloud-ready, **secure** and **enabled with analytics**.

The technologies being identified as future subscription and revenue growth areas are **IoT** or Internet-of-Things and **FINTECH**.

**5G** is being positioned as the **exponential growth stimulant**, building solutions that support this thinking is paramount.

## OUR RESPONSE

All Adapt IT Telecoms platforms are **cloud enabled**, support the latest security protocols and maintain API's to support data sharing.

Our current legacy VAS as well as Next-Gen Multi-VAS platforms provide multiple **opportunities for monetisation** and both offer and **support IoT** as well as **FINTECH modules** and offerings.

# PRODUCT VALUE PROPOSITION – OPERATOR/CARRIER

## PRODUCT

## VALUE PROPOSITION

CCSS – Corporate Customer Self-Service Portal	<ul style="list-style-type: none"> <li>The Customer Experience portal empowers users to <b>communicate, collaborate, and make data-driven business decisions</b>. By collecting and analysing mobile consumer data, operators and organizations are better equipped to provide a satisfying experience for their corporate and enterprise customers.</li> </ul>
CDRlive – Advanced Analytics Platform	<ul style="list-style-type: none"> <li>CDRlive's <b>Advanced Analytics</b> platform <b>collects, processes, stores and interprets BIG DATA</b> into meaningful Business Intelligence.</li> </ul>
V-Services – Multi-VAS Secure Integration Platform	<ul style="list-style-type: none"> <li>The V-Services echo system allows network operators to <b>use, build on, experience and leverage off its core network integration core competence</b> and utilise a complete enablement platform's capabilities as well as its unique <b>Enterprise Mobility</b> and <b>IoT enablement</b> services.</li> </ul>
VISION	<ul style="list-style-type: none"> <li>VISION enables Law <b>Enforcement Agencies</b> and <b>Network Regulators</b> with the <b>relevant dashboards</b> and reports required to monitor illegal mobile activities across multiple network operator platforms.</li> <li>VISION provides the relevant data required to monitor and <b>manage network operator quality of service delivery</b> for Regulatory Authorities.</li> </ul>

## INDUSTRY VALUE PROPOSITION

Deep industry knowledge and expertise both within the fields of **telephone expense management, customer experience, self-service**/self-care as well as **advanced telecoms analytics** places Adapt IT Telecoms in a strong position in terms of the delivery of these enabling platforms.

We have **proven capability for long term delivery** and our support into major tier 1 mobile network operators also speaks to both our competence and confidence in this sector.

# PRODUCT VALUE PROPOSITION – END USER

PRODUCT	VALUE PROPOSITION
Streamline Expense Management	<ul style="list-style-type: none"> <li>Expense Management focuses on helping our customers <b>optimize and understand their expenses</b> in particular their technology spend. We have the ability to source invoice data via direct feeds from most of the major technology providers in South Africa or directly from the vendor invoices. This gives our customers complete control to centrally <b>audit, review</b> and <b>manage</b> their technology vendors, contracts and services.</li> </ul>
Streamline Mobile	<ul style="list-style-type: none"> <li>Streamline Mobile provides our customers with <b>insight and transparency into their mobility costs</b> through an extensive deep-dive into billing and usage of mobile devices. This data can be integrated with our other solutions to check billing accuracy and identify anomalies for further investigation.</li> </ul>
Streamline Usage	<ul style="list-style-type: none"> <li>With Adapt IT's Streamline Usage solution, our customers can <b>easily transform their itemized usage data into actionable insights</b>, and in doing so better manage and control usage behaviour in their organizations in respect of technology, telecommunications and cloud services.</li> </ul>
Streamline Fraud	<ul style="list-style-type: none"> <li>Streamline Fraud <b>prevents a variety of telecom fraud attacks</b> by combatting financial losses from voice fraud and hacking attempts.</li> </ul>
Streamline Enterprise Performance Management (EPM)	<ul style="list-style-type: none"> <li>Adapt IT's EPM solution provides for <b>integrated budgeting, planning, forecasting and financial consolidation coupled with advanced analytics</b>. With our EPM solution and backed by our consultants and their deep domain and technical expertise, you can deliver accurate, driver-based budgets and forecasts across business units.</li> </ul>
Streamline Hosted Collaboration Suite	<ul style="list-style-type: none"> <li>Streamline HCS offering is designed to <b>extend</b> telecommunications technology partners go-to-market with a self-service management platform that <b>enables their hosted voice and video service offerings</b>.</li> </ul>



## INDUSTRY VALUE PROPOSITION

Deep industry knowledge and expertise both within the fields of **enterprise performance management, telecom and technology expense management** places Adapt IT TEM in a strong position in terms of the delivery of these enabling platforms.

We understand, and can translate, massive amounts of data into a business-friendly solution which drives fact-based decision making.



# OUR CLIENTS



# LOOKING AHEAD



## Our growth prospects include:

- »»» Leveraging **data management experience** to ensure a strong position in the IoT space.
- »»» Expanding the **FINTech** competency to maximise Mobile Money and Mobile Wallet.
- »»» Ensure that we close all the gaps in the Telecommunications space.
- »»» **Expand geographies** across Africa and Australasia.
- »»» **Expand TEM offering** to include pre-built industry specific EPM SAAS solutions.
- »»» **Broaden the Expense Management solution** to include technology as well as other expenses.





ENABLING OUR INVESTORS TO  
Achieve more.