



i to i technologies

image to intelligence

OUR VISION

itoi technologies offers integrated technology-enabled solutions to safeguard and optimise assets, people and information. We deliver process-enabled service solutions by combining our expertise in Information and Communications Technologies (ICT) with Electronic Security, Safety and Risk Management systems.

“We focus on providing an outcomes-based service by delivering business intelligence and enabling strategic risk management.”

OUR NATIONAL FOOTPRINT

itoi technologies comprises a number of operating divisions, each addressing a unique area of the market. We have regional offices in Gauteng (Centurion), KwaZulu-Natal (Durban), Eastern Cape (Port Elizabeth) and the Western Cape (Stellenbosch and Cape Town). In addition, itoi have representative offices in many locations around the country as dictated by market opportunities and the needs of existing customers. Examples include Polokwane, Richards Bay and Bloemfontein.

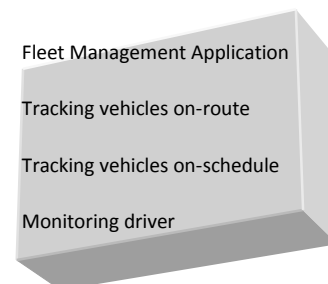
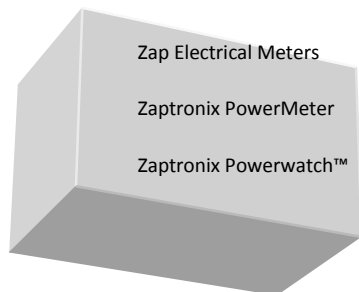
SHAREHOLDING

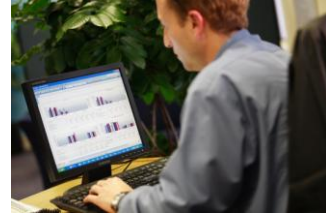
itoi technologies is a member of the Zaptronix Group:- Zaptronix is a company which runs eight (8) business channels that sell operational remote control systems as a service. Our customers buy these systems as a service to control operations on-site, on-route, in-building, on-plant. Systems installed and maintained by Zaptronix enable commercial, industrial and retail businesses to:

1. Monitor people movement
2. Protect fixed and movable assets
3. Get the best buck for electricity spend
4. Practice smart energy demand
5. Operate facilities effectively
6. Track fleets, vehicles and drivers
7. Detect and suppress fires on site
8. Monitor people activity

Zaptronix is a commercial services business that is listed on the AtiX of the Johannesburg Stock Exchange.

The structure -





OUR MANAGEMENT TEAM

itoi technologies boasts an exceptionally competent and focused management team. Coming from diverse industry backgrounds, our collective experience ensures that we are able to bring together an optimum combination of technical competence, industry specialist knowledge and project delivery capabilities, while maintaining a competitive market-oriented approach. Our management team becomes an integral part of our customers' experience of itoi. We are a truly South African business and strive to always operate in the best interest of our people. The most valuable asset in any service business is its people and the associated intellectual property. As a top priority, the management of **itoi technologies** reward and retain the best staff in the industry. Staff welfare and continuous development programmes are particular passions of the management team. Our existing skills base as well as the commitment and loyalty of staff members sets us apart from our competitors, giving us a unique advantage that is hard to match.

THE CONVERGING MARKET

The blurring of functional boundaries between Security, and Information and Communications Technologies (ICT) is a global phenomenon. **itoi technologies** serves this rapidly converging marketplace by combining its expertise in ICT with existing security and efficiency solutions, thus offering an integrated technology enabled approach to strategic risk management. **itoi technologies** is strongly positioned to provide this capability in response to evolving enterprise risk management needs.

OUR OFFERING

“We offer integrated solutions to safeguard assets, people and information by protecting, monitoring, detecting and responding.”

“Our first choice for their ability, experience and effective service levels”

LONMIN MINING

The foundation of the itoi technologies solution set and central to our value proposition is our ability to comprehensively integrate our own and third-party technology solutions.

“This allows our clients to view, understand and manage their organisational risk profile through a single technology interface.”

This technology interface is constructed around an integrated Command Centre capability providing proactive, real time business monitoring, and thereby enabling business intelligence in the areas of risk, efficiency and security management. This real time capability further allows our clients to achieve best practice across various organisational risk disciplines, such as surveillance, access control, environmental/building management and human safety. Quality drives every area of our business. Our solutions are designed to add business value and deliver on time and within budget. Through ownership and usage options we offer a number of compelling payment alternatives in providing our services, moving to a predictable monthly operational expenditure model. We enter into clear, defined and measurable service level agreements with our clients and have established mechanisms to proactively manage expectations and ensure that we deliver on commitments. We provide a single point of contact for all ICT, risk and security management implementations. This increases efficiencies and ensures a speedy resolution to problems. We deploy combinations of technology disciplines to provide business risk solutions across a wide range of applications in various market segments.

SERVICE ETHIC

Our commitment to excellence and quality is absolute. We are determined to offer our clients the best service and solutions available. Although we expect our competitors to follow our lead, we believe our proven solutions capability, our highly structured approach, our reputation of honest delivery and the breadth of expertise within our organisation will make this difficult.



OUR APPROACH

“We deliver integrated solutions customised for each client by combining our proven process, service and technology expertise with industry thought leadership.”

Our success is rooted in our industry thought leadership and vertical market expertise. We achieve this by investing heavily in industry sector specific knowledge, ensuring we offer solutions with longevity. Our proven engagement methodology focuses on developing a clear understanding of our clients’ risk exposure. Based on our clients’ business drivers, we deliver an optimum customized technology-enabled solution for risk and efficiency management.

“A solution totally aligned with our needs”
REMGRO LIMITED

“It’s all about partnership and relationships”
ALLAN GRAY

OUR CORE TECHNOLOGY DISCIPLINES

The **itoi technologies** value proposition encompasses a broad range of different industry and technology disciplines. Every solution delivered is an optimal assembly and integration of these disciplines. Furthermore, we seamlessly integrate with other risk, security and efficiency services and systems to provide a single interface and business intelligence view of strategic risk.

Core disciplines are:



VIDEO SURVEILLANCE

CCTV solutions are a mainstay of our long-established history and a key component of the total solution set. Our capabilities range from providing solutions to the high density, high-frame rate requirements of the gaming industry, to intelligent exception filtering for recognition of retail transgressions, to the distances and environmental rigors required in the mining industry.



ACCESS CONTROL

Our flexible solutions ensure complete control over any facility, however large or small, by managing and monitoring access to and from any area or building.

itoi technologies has the ability to design an optimised system that provides a unique solution for each client, ranging from simple systems consisting of access control for three or four doors to multi-site high-security systems that incorporate the control of entry points located at different sites.



FIRE DETECTION

itoi technologies provides life safety solutions that include systems that will detect fire or smoke, automatically extinguish the fire where appropriate, and provide the tools to manage the evacuation of the premises. **itoi technologies** is registered with FDIA (Fire Detection Installers Association), and therefore we are qualified to offer professional advice, system design, implementation and maintenance.

“Clearly understand my risk exposure and deliver tailor-made, agile solutions”
CTICC





OUR CLIENTBASE

itoi technologies does not have a “one-size-fits-all” mentality. Our solutions are tailored to a wide range of vertical industries. These include mining, manufacturing, retail, banking, property management and education, to name a few. Indicating our exposure to these industries we list a limited selection of our bluechip clients:

The SA Reserve Bank, TSB, Lonmin, Anglo Gold, Grindrod, Rainbow Farms, Woolworths Group, Eskom, The Cape Town International Convention Centre, Newlands Rugby Stadium, Airports Company, Richards Bay Minerals, Hibiscus Coast Municipality, Simmer & Jack Mines, Marriot Corporation, Medi-Clinic Corporation and the Checkers Group.

OUR PARTNERS

itoi technologies believe that effective partnerships are critical to delivering excellence. We hand-pick our partners according to a comprehensive set of criteria, amongst which are included: solution-specific delivery capabilities, technical expertise, organisational strength, longevity and BEE status. We have relationships in place that allow us to partner with a number of specialist vendors. Although we constantly strive to broaden our internal skills and capability, we recognise the value of forging close partnerships with a select group of acknowledged industry specialists to ensure our ability to offer true end-to-end, seamlessly integrated solutions to our clients. Our solution set is characterised by:

- “Best of breed” in their respective applications
 - Scalability and adaptability to various configurations and requirements
 - Price competitiveness
 - A high degree of standardisation and inter-operability
- These characteristics drive our selection of partners and product providers.

“Outstanding service...exceptional skills”

OUR METHODOLOGY

Typical technology projects facing our customers today have significant risk associated with it at a business as well as a technical level due to projects’ size, complexity and organisational impact. In order to mitigate that risk, we subscribe to an implementation process based on strong programme management and systems engineering principles. **itoi technologies** has the capability to integrate various point solutions in the ICT and technology-enabled security sectors, ensuring an end-to-end value offering for our customers’ risk management needs. We subscribe to a process of systems engineering across the life cycle, ensuring individual building blocks are properly designed, implemented and tested individually and as an integrated system, and most importantly addressing the business

requirements of our customers. Throughout these steps, configuration management, risk management, change management and quality assurance plans are carefully followed. This ensures the comprehensive documentation of the solution, risk identification and mitigation planning, management and planning of all changes during the course of the solution delivery, as well as ensuring the delivery of a high-quality solution. This ensures the outcome of the project is in line with expectations set upfront. Without such a planned/structured approach the result is normally quite obvious: projects overrun on cost and timelines, and/or don’t meet the requirements customers expect.

