Team up with a progressive
Microsoft solutions partner

Bank on our
end-to-end solutions

Trust in a
long-term partnership

EOH

A Microsoft Partner

At EOH: A Microsoft Partner, we work closely with your organisation to create and implement **robust, future-proof Microsoft Solutions** for your current and foreseen challenges. You won't find any other Microsoft Solutions provider in South Africa that can provide the **depth and breadth of expertise** that we do.

Relationships are fundamental to what we do. By engaging in a **partnership** with you, we learn about your everyday and big picture challenges. The **knowledge and insight** we gain equips us to create solutions that will result in **new efficiencies, cost savings and greater profit margins.**

MPC Microsoft Platform Consulting	BI Business Intelligence
ECM Enterprise Content Solutions	RS Microsoft Resourcing
DBA Database Asset Managemenet	DNX Microsoft Dynamics
LSP Licensing Solution Provider	DEV Software Development

EOH *Systems* make it possible... *People* make it happen.

Licensing Services Provider

EOH is a Microsoft LSP, authorised and mandated to trade within the borders of South Africa, Lesotho and Swaziland, across all sectors and verticals. We provide **License Specialist Services** in all nine provinces. Our primary goal is to help your company **maximise the value of your Microsoft Licensing Agreement.** We understand the complexity of the various licensing models and seek to **simplify your licensing position,** ensuring that your company is compliant and licensed accordingly.

EOH has dedicated a National Call Centre for Microsoft Licensing Services which provides your company with quick and easy access to licensing information, benefit position, licenses keys and software media. EOH is also a Microsoft Gold Certified SAM Partner.

We conduct a professional and unique User Profiling exercise to ensure that your end users have the right applications and tools to perform their job functions. This creates a strong case to drive 'Fit for Purpose' licensing, which in turn helps drive down the cost for your organisation. Additionally, in conjunction with EOH Capital, we are able to provide your organisation with an option to finance the procurement of your Microsoft Licensing.

Our licensing team is trained and certified to provide consulting and advisory services on the following agreements:

Enterprise Agreement
Enterprise Subscription Agreement
Select Plus Agreement
Open Value Agreement
Open Value Subscription Agreement
Cloud-based agreements for Office 365 and Azure.

Our team of SAM specialists work alongside your business to review your ICT environment to determine your:

Licensing compliance
User profiling (who needs what)
Licensing position (license deployed VS license owned)
Effectiveness of tooling
Reporting
Asset Management as a service.

Contact us to find out how EOH's Microsoft Licensing team can take care of your business's licensing needs.

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Microsoft Platform Consulting

Business demands that applications are **dynamic, available and scalable.** Therefore, the platforms providing your applications must follow the same principles. Scalable platforms, demand for mobile services and innovative solutions are driving your organisation to upgrade or migrate your existing platforms to newer versions and to **keep your IT services relevant to your business.** We facilitate the delivery of **world class messaging solutions** with upgrades to Exchange Server or a move to Microsoft Office 365, thus unifying business-wide communications and optimising Exchange infrastructure to enhance your daily operations.

Whether your focus is on moving to the Cloud or migrating from legacy platforms, the various Microsoft back-office products seamlessly integrate for a superior user and administrator experience, and we have the expertise to ensure the best-fit solution for your business is delivered right – the first time.

Our **specialised Microsoft consulting team** focuses on the implementation of Microsoft back-office infrastructure and services

Our **System Management and Virtualisation teams** are very closely aligned in their engagements with you.

Our **Solution Architects and Licensing Specialists** collaborate to fully understand your company's licensing position

We're experts at unlocking the full value of your licensing agreement by ensuring the products under the agreement are optimally used. Additional value is gained as products are deployed leveraging the Microsoft Desktop Deployment Planning Services (DDPS).

Contact us to mature your business IT into a profit-generating asset today with EOH Microsoft Platform Consulting services.

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EOH: A MICROSOFT PARTNER

Enterprise Content Solutions

In the information and customer age, organisations like yours must obtain a platform powerful enough to meet your enterprise-wide requirements for document management, information management, workflow, reporting and process control.
We are a team of **Microsoft SharePoint professionals** with a passion for, and extensive knowledge of, the Microsoft Enterprise Content Management suite. Using SharePoint as a platform we help you to **capitalise on your software investment.**

SharePoint was designed around the understanding that business is about people, processes and technology. Based on this principle and the capability of Microsoft technologies EOH is best positioned to increase productivity and efficiency, establish a culture of information sharing and collaboration, optimize business processes, reduce risk in terms of regulatory compliance, information theft and audit findings, consolidate information assets, enable Management Information and Business Intelligence capabilities and augment a flexible platform which forms the basis for Smart Business Application development in a scalable, reliable and integrated manner.

At EOH, the SharePoint Planning and Deployment Services we offer include:

- SharePoint platform installation
- SharePoint platform support
- SharePoint portals implementation
- SharePoint document management
- Business Process Automation (workflow)
- Smart Business Applications services
- SharePoint specialised development services for custom user requirements
- SharePoint integration services (integrating with other Line of Business [LOB] systems)
- SharePoint forms and forms processing
- Federated search in indexing third party data sources
- SharePoint mobile development
- SharePoint Management Information (MIS) and Business Intelligence (BI).

Contact us today and learn how our enterprise content management team can assist you in getting the most out of your document management solution investment.

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EOH: A MICROSOFT PARTNER

Database Asset Management

Infrastructure performance related issues can have a major impact on a business's productivity and ability to service their client base. When IT infrastructure is optimised our clients **realise extensive benefits** including maximised return on investment and a significantly diminished total operating cost. Our team of **Microsoft SQL Server professionals** boasts an exceptional skills set which, coupled with EOH's **extensive set of end-to-end offerings**, will position your business to achieve this **optimal operational capacity.**

SQL SERVER
PERFORMANCE TUNING & OPTIMIZATION

Utilizing our in-house developed software, DbScout we follow a tried-and-tested SQL Server Performance Tuning and Optimization (PTO) methodology while also performing targeted SQL Server PTO for specific problems.

5 Week Turnaround
Guaranteed & Rapid Benefits
Decreased TCO
Increased ROI

SQL SERVER
CONSULTING

Our SQL Server expert consulting capabilities cover a wide range of SQL Server competencies.

Comprehensive Solutions (Design & Build)
Expert Skills
Specialized development and support
Security, Risk & Recover Services

Contact us today to learn how EOH can enhance the performance and stability of your SQL Server infrastructure.

SQL SERVER
MANAGED SERVICES

We create value through continuous optimization of your server environment; from a basic retainer offering to support of your entire server infrastructures, we are confident that we can meet your organisation's needs.

Long-Term Engagement
Tailor-made Service Offerings
Continuity / Specialised Skills
SLA's

SQL SERVER
CONSOLIDATION WITH VIRTUALIZATION

Our tried-and-tested consolidation methodology utilises SQL Server, Hyper-V and System Center establishing an optimized foundation for your server workloads.

Tried & Tested consolidation methodology
SQL & Hyper-V Servers to optimize hardware environment

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Business Intelligence Solutions

At EOH we strive to give our customers a **competitive advantage** out of the data that originates both inside and outside of their organisation. Our team of Microsoft Certified Software Developers work to cultivate the client's Business Intelligence (BI) Maturity and given our company makeup, we have the **capability to integrate with and source data** from most enterprise applications (SAP, Oracle, Dynamics etc.) by simply collaborating with our internal teams.

Our goal is Business-Driven BI. Rather than being IT-driven, we answer business questions in order to grow Business Intelligence Maturity and facilitate user adoption. Our starting point and continued focus is on identifying business cases for BI through intensive consulting with the decision-makers in your organisation.

We deliver new Cloud/Mobile and Big Data BI solutions like Microsoft Analytics Platform System (APS). The technologies we use and our **future-focused custom software development approach** will help you understand and derive benefit from these new trends without incurring massive costs. We use industry-recognised custom software development techniques (MSF & Agile), allowing for **faster return on investment** and closer alignment with requirements, to ensure that your business stakeholders support BI initiatives.

We use Microsoft products such as Microsoft PowerBI and Office365 so that we can:
- Deliver both Managed Enterprise Business Intelligence and Self-Service Business Intelligence – the 'best of both worlds'.
- Integrate more effectively with your Microsoft products already in use and substantially lower your costs.
- Facilitate easy integration in your workplace where your users already know and trust the suite of Microsoft products.

Contact us to find out how EOH's Business Intelligence team can empower you with IT solutions allowing you to use your data to its full potential.

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EOH: A MICROSOFT PARTNER

Software Development & Integration

When you have a bespoke solution built, your organisation gains a competitive advantage. This advantage has a life span: as competitors replicate your solution, so the advantage is diminished. This period of time is known as the "window of differentiation." Once your software is no longer strategic in nature (i.e. enabling competitive advantage) it simply becomes utility software (necessary to operations but no longer creating any real competitive advantage.) We at EOH partner with you to **sustain this competitive advantage** and ensure that your investment in your software remains strategic for as long as possible.

Our Microsoft Certified Software Development & Integration teams are specialists in the following areas:

Application Lifecycle Management
- Assess and advise on the Software Development Lifecycle (SDLC)
- Best practice processes – Team Foundation Server and Visual Studio
- Customer-centric approach facilitating client maturation in ALM

User Experience
- Discovery, strategy & design services
- User-centric interactive, intuitive and accurate solutions
- UX is incorporated into ALL software development and mobile development solutions

Application Integration
- Integrated approach – between custom software and core business applications
- Improved ROI through integration into wider application ecosystem

Software Development
- Extensive architecture and development skills across large scale, complex systems
- Native application and mobile development solutions
- Building of core business applications

Mobile Application Development
- Develop robust and scalable line-of-business mobile applications
- Seamless integration between applications and business processes
- Develop across iOS, Android, Windows Phone and mobi platforms

Cloud Application Development
- Consulting and advisory services
- Design, develop and deploy Cloud applications
- All new software is designed cloud-enabled/ready.

Contact us to establish and prolong your competitive edge with bespoke software development and integration solutions.

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Microsoft Dynamics CRM

Microsoft Dynamics enjoys recognition as a **leader in the Customer Relationship Management (CRM) industry** among successful global corporates and independent experts – along with a top ranking position in the Gartner Magic Quadrant. While Dynamics CRM provides **intuitive tools and automation** that help customer care representatives provide superior service while controlling operational costs, at EOH our team of certified CRM specialists deliver out-of-the-box solutions as well as **customised Dynamics CRM 2013** to support Extended CRM scenarios.

Be as agile as you need to be. Dynamics CRM offers you point-and-click customisation, role-based forms, declarative design and powerful developer tools to support your changing needs.

Enjoy user-friendliness and easy adoption. Dynamics CRM is accessible through the already familiar Outlook client, an internet browser or mobile devices.

Be in the Cloud or on-premise. Take advantage of being in the Cloud with its associated benefits: low barriers to entry, low risk and high ROI.

Get valuable insight. Dynamics CRM has the capability to harness your internal data assets and provide your users with a range of insightful business intelligence capabilities that allow you to identify – and leverage off - key trends and track performance metrics.

Optimise your operations to increase your profitability. By automating routine tasks and standardising best practices, Microsoft Dynamics CRM can enhance:

- Sales productivity; by streamlining administrative tasks and sales processes,
- Marketing effectiveness; by offering you tools that function across the campaign lifecycle to help you create, target, manage and improve campaign tracking,
- Service Desk capabilities,;by logging Tickets or Cases, tracking any known issues, managing escalations and meeting SLA requirements and entitlements.

Contact us today to learn more about the ways in which
Microsoft Dynamics CRM can simplify and enhance your business processes.

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Microsoft Dynamics AX

Microsoft Dynamics AX is an Enterprise Resource Planning (ERP) solution for medium to large companies. **EOH is a Microsoft Gold certified Dynamics solutions provider** and we base our engagements on our Right First Time project and implementation approach, tying into Microsoft's SureStep methodology. We take pride in our team of 30 certified Dynamics AX consultants who will help you to discover all the ways in which EOH and Dynamics solutions can **create new efficiencies and streamline your business processes** with proven, purpose-built, out-the-box industry capabilities.

Out-the-box solutions are offered to:
- Manufacturers (process, discrete and lean)
- Retailers
- Public sector organisations
- Professional service industries.

Dynamics AX offers a comprehensive set of core business and ERP functionalities in:
- Financial management
- Operations management
- Human resources.

Microsoft Dynamics AX is a strong solution for your business because:
- It's flexible and extendable
- It enables users to combine solutions from various industries
- It empowers your business to anticipate and embrace change at short notice - and to use this to differentiate your business
- It offers the familiar user experience of Microsoft Office and SharePoint, significantly reducing the amount of time required to train users.

Contact us today to discover the ways in which EOH and Microsoft Dynamics AX can help you to differentiate your business.

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Microsoft Resourcing Specialists

Our **specialised EOH Microsoft Resourcing team** are key players in the South African Microsoft market. We have access to Microsoft specialists from a range of skill-sets across MS technologies, from entry-level candidates to highly specialised consultants. Our **strong network** has been established over twelve years and counting, and as such, we can offer your company **resourcing solutions** that are fair, competitive and risk reduced.

Essentially, we serve two clients: businesses with resourcing needs and skilled Microsoft specialists who may or may not be actively seeking Microsoft opportunities.

Our specialised team of recruiters marries these two through:
- Flexible engagement models -permanent VS contract VS combination
- Competitive and fair rates
- Our trusted track record of over twelve years
- Access to our EOH Microsoft
- Resource Network (for business clients and candidates alike).

We minimise risk by having the following processes and formalities in place:
- Screening through face-to-face interviews
- Thorough CV verification
- Kroll checks
- Background checks
- A sliding-scale money-back guarantee period for all permanent placements
- Contract management.

Managing Transformation Our approach is to develop the skills of your candidates jointly with you by exposing them to our Microsoft expertise. You can combine our contracting and permanent placement engagement options to obtain candidates for a trial period. More than 45% of our contractor base (our informal network) is comprised of BEE candidates. During the past year, 20 of our BEE contractors were placed in permanent positions. Over 95% of the placed contractors remained with their new employers for the duration of our guarantee period.

Contact us today and discover how we can help you find the quality Microsoft resources your company needs.

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