



*Unconventional thinking. Results that matter.*

# BUSINESS OVERVIEW 2009



*Unconventional thinking. Results that matter.*

## WHAT DO WE DO?

### Optimise businesses by:

- Reducing operational costs.
- Improving operational efficiency.
- Increasing capacity.

### Accelerate business change by:

- Implementing strategy through innovative business models and systems.

### Enhance business by:

- Designing and deploying tactical solutions to resolve short term issues.

### Deliver business metrics that are:

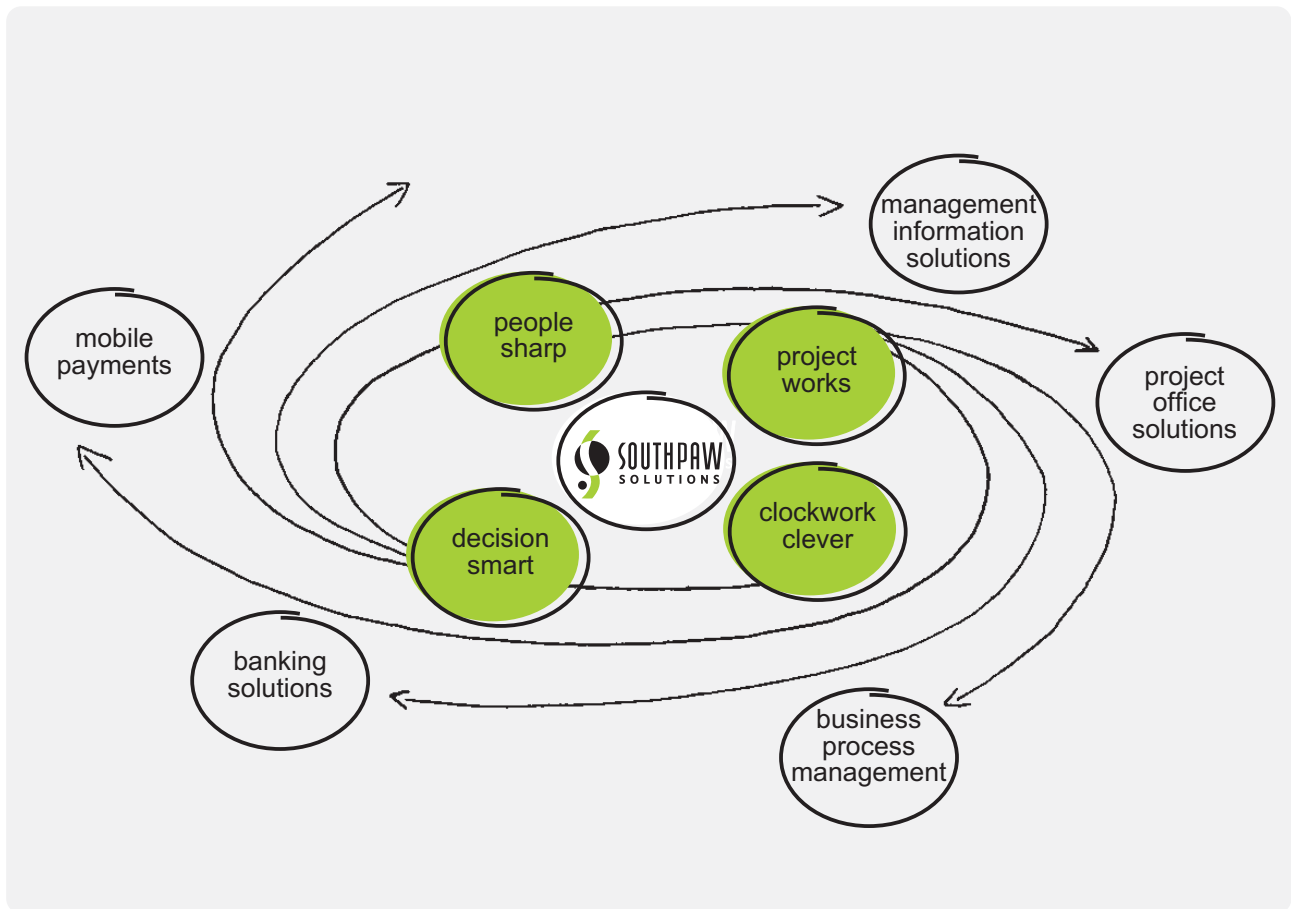
- Complete, accurate, relevant and reliable.

## SOUTHPAW SOLUTIONS BUSINESS MODEL

Southpaw Solutions has adopted a “Solution-Delivery” based management consulting model across multiple industry verticals.

Southpaw Solutions’ business model, illustrated below, ensures continued growth across diverse clients and industries, and allows for Solution Areas to develop depth in appropriate skills, such as project management, process and business analysis, etc. whilst continuing the development of specific packaged services and solutions.

Southpaw Solutions’ priority is to provide integrated solutions that include elements of all the Solution Areas to our clients. Each Solution Area, however, has value propositions in its own right and can be presented to clients independently.

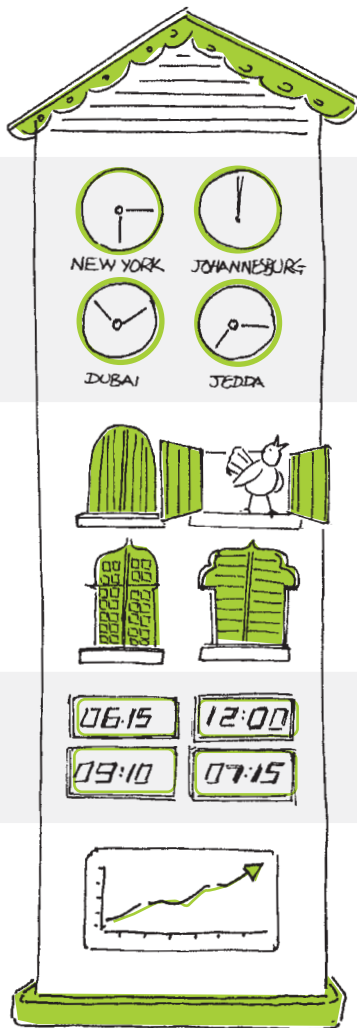


## CLOCKWORK CLEVER

We apply our process analysis, design and implementation capability to ensure business operations run like clockwork. This team extends its process based skills into the process automation and enterprise content management domain.

Staying ahead of the game, re-inventing the basis for competition & leading the competition are the processes that define strong economic leaders.

Businesses that focus on efficiency and improving what they do, only add or change when necessary. They constantly evaluate and use stakeholder and customer feedback to mould their business and assess the environment with the intent of challenging the way they work, every day.



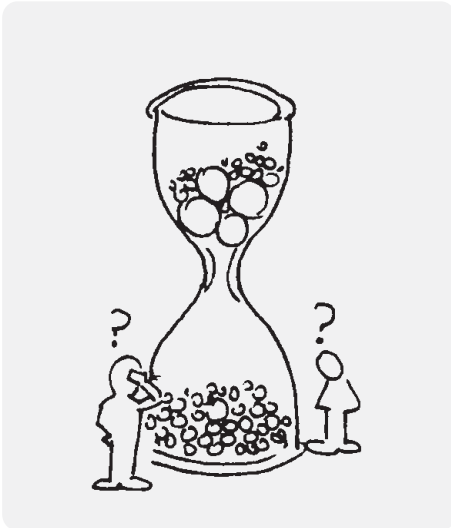
We have developed robust tools and methodologies which allow us to deliver rapidly in the client domain.

We ensure we are flexible enough to adapt to the unique standards and specifications sometimes dictated by our clients.

Process plays a key role in translating business requirements into operational outcomes supported, where necessary, by appropriate technology.

We fine tune businesses letting the results speak for themselves.

## DECISION SMART

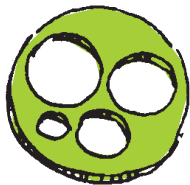


**Our team applies their analytical skills to produce relevant information for clear and timeous decision making by the relevant operational and executive business owners.**

How often do we get simple, relevant information that helps decision making, resulting in increased business profitability?

Do we get, and need it, hourly, daily, weekly or monthly. Or only when something happens or when we need it urgently?

**We tailor information you get using your existing 'tuned' or new management information systems ensuring that it is the right information, delivered when it is needed - real, relevant and reliable.**

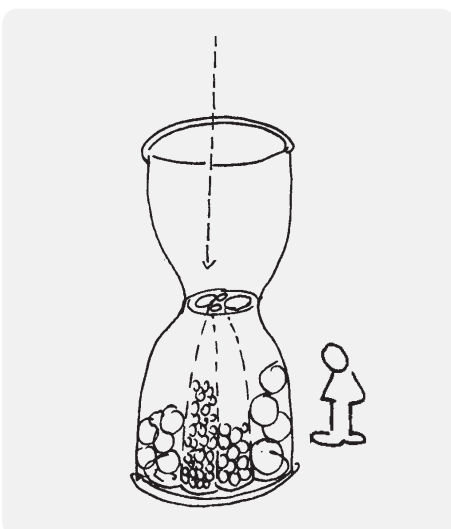


Customer behaviours, trends & preferences

Business success factors

Productivity & profitability

Sales, volumes & stock levels

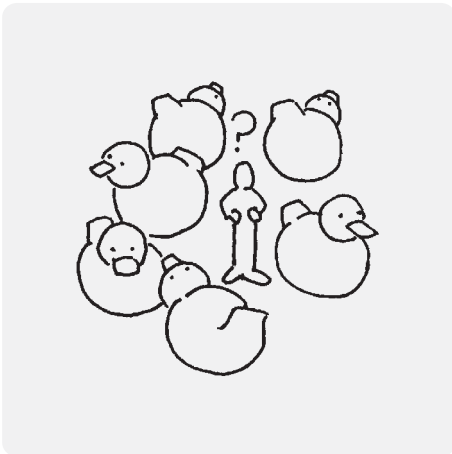


This results in management focus. At Southpaw Solutions we understand where you are and where you want to be.

The end game is getting your information and data to you to make your business more successful.

## PROJECT WORKS

Today's businesses are run like projects & one of the biggest challenges we are facing is having access to the right project information, at the right time. This highlights areas of pain & opportunity: Southpaw Solutions - Project Works can help.



Across your organisation, many projects are underway, yet in many instances, understanding the business benefit that will be achieved from each is not easy. The business may feel that projects are all over the place [uncoordinated], without a common direction or focus. A question: Do you know if all of your projects are being done for the right reason?

Within two months, Southpaw can provide you with the necessary management information & structure required to understand the projects that are being undertaken in your business. Furthermore, we will:

- Highlight the focus areas of your projects;
- Enable alignment across multiple projects;
- Provide the structure for controlled management; &
- Define and implement the necessary governance structures for internal professional delivery.

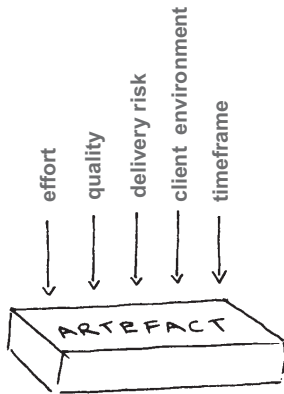


Often, a Project Manager is not seen as a value adding resource, but rather an expensive, over leveraged consultant.

We provide visibility of what is happening in a business – the vehicle to see where projects are delivering to strategy & expected benefit.

As a result, decision making becomes easier, & governance becomes a helping hand – and not an inhibitor – it is applied to see what is being delivered and whether the way forward is clear.

## COMMERCIAL APPROACH



Southpaw’s approach to consulting, ie. the “Solution Delivery” approach, and the supporting business model with specialised skills available from focused Solution Areas, enables a value based pricing philosophy.

This philosophy includes the following key elements:

Southpaw delivers an artefact or a service of value to the client, e.g. a conceptual design, a business requirement document, programme support service, etc. The value of these artefacts or services is based on the different levels of inputs required to completing the artefact or service.



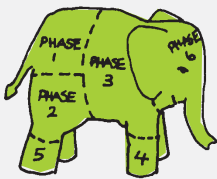
**Southpaw charges a fixed price for the artefacts and services.**

Hence, Southpaw assumes delivery risk in completing artefacts and rendering services.

The risk is the cost of continuing to provide services until an artefact or service has met the required acceptance criteria.

This is our so-called “Skin-in-the-Game”.

In order to do this, Southpaw must not only manage its own work but also the project dependencies and the acceptance process.



**All projects are broken down into a number of smaller and more manageable components and payment schedules are aligned accordingly.**

Our clients can manage their commercial exposure through the continuous delivery milestones being achieved, and the acceptance process.

## INDUSTRY KNOWLEDGE

Southpaw Solutions has experience across multiple industries and some of our existing clients are listed below:

### Banking:



### Telecoms:



Our team has an even broader experience base including, but not limited to:

- Telecoms
- Telkom
- Parastatals
- Eskom, Transnet, Iscor
- Government
- South African Revenue Services

### Empowerment Credentials

Southpaw Solutions has an "A" rating from Empowerdex which translates into a Level Four contributor in terms of the BEE Codes. IZAZI Solutions (Pty) Ltd is a 26% shareholder and is an empowered company.