



# COMPANY PROFILE

Enabling the Digital Enterprise



# WHY OVATIONS?



## LEAD

A leader in enterprise digital enablement and a leader of people enablement



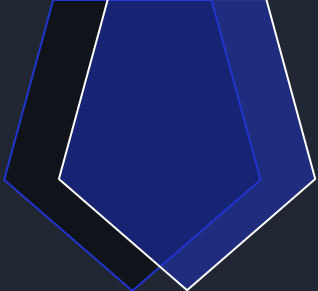
## DRIVE

We drive business strategy and change with integrated technology solutions and expertise, and we believe that for your business to function seamlessly, the alignment of technology and process with your people is paramount



## CHANGE

We have an advantage by being in the technological domain, a domain that is growing and has more influence than any other; we leverage this influence to demonstrate societal change and the empowerment of all people and by being a level 2 BBBEE South African ICT Company

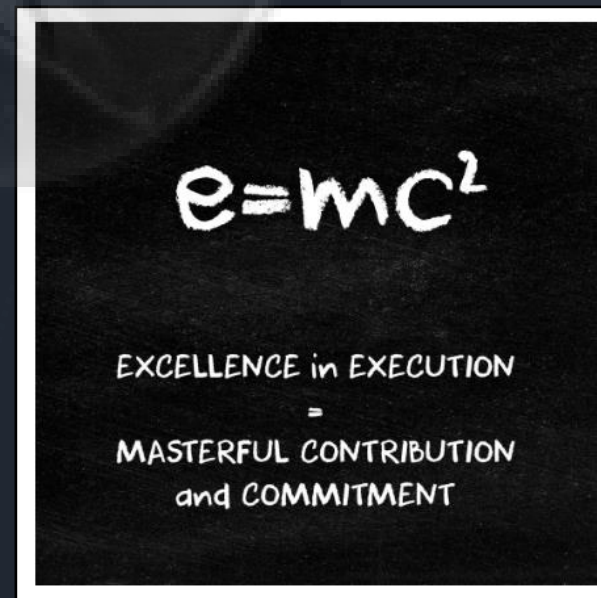


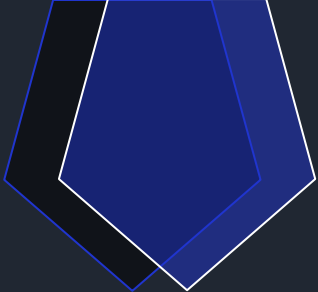
# OUR PURPOSE

Our purpose is to create positive internal and external change through innovation and excellence. How we do that is what makes our team exceptional.

$E=MC^2$  is our formula to success - meaning Excellence in Execution = Masterful Contribution and Commitment. At Ovations, we ensure that excellence and enablement are at the core of everything we do and in every member of our team - from design-thinking, development and execution to business value realisation, and of course, in the relationships with our clients.

Each employee strives to achieve excellence in a meaningful and masterful contribution to the value creation for customers, self-actualisation, and the success of the company.





## OUR COMMITMENT

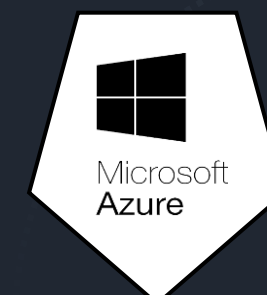
At Ovations, we are committed to creating and nurturing relationships with our clients, ensuring that we acknowledge and understand the unique challenges and opportunities of each client, and strategise accordingly.

No client takes priority over another, and we are committed to not only meeting their ICT needs as their business grows but driving this growth in every way we can.

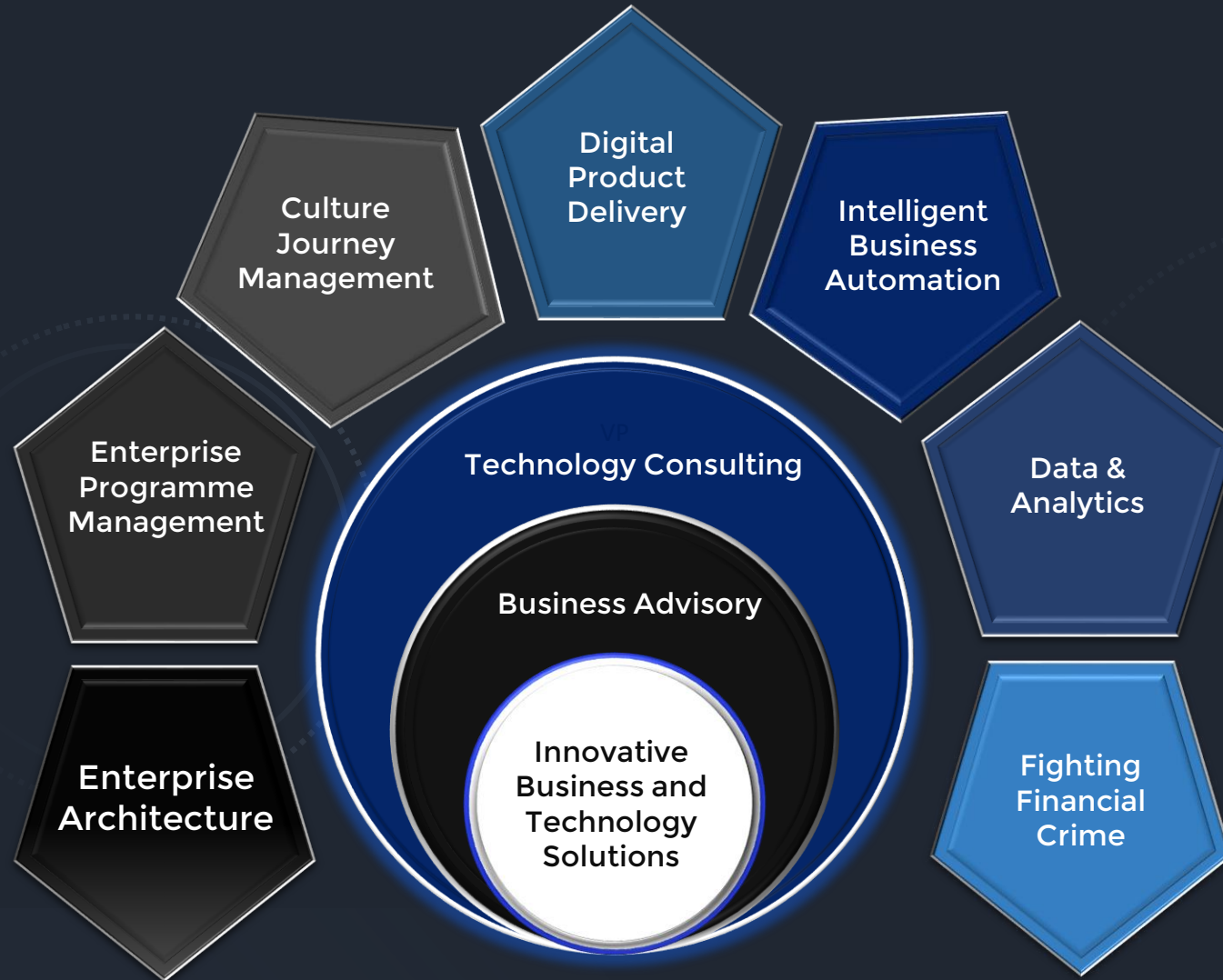
Ovations is also committed to embracing transformation not only in the ICT sphere but in the country as a whole. We strive to embody the diversity of South Africa in all that we do, and in so doing, we are proudly a level 2 BBBEE contributor.



# OUR PARTNERS



# OUR VALUE PROPOSITIONS





# ENTERPRISE ARCHITECTURE

Technological advances have decreased time to decisions, making accurate strategic planning essential. The answer to the strategic planning entity dilemma is Enterprise Architecture (EA), because it can provide a holistic view of both the current and target state of business and IT.

The function also mediates between business strategy and portfolio management in your organisation and can ultimately increase regulatory compliance, achieve faster time to business value, and reduce costs.

The EA practice of today had to evolve to support Agile ways of working and now includes flexible and scalable frameworks and processes, to help business decide what they want to change and provides them with the architectural guardrails to enable the change.

Our offering helps our clients to assess and mature their architectural landscape from a people, processes, information and technology perspective. Ovations is a long-standing silver member of The Open Group and all of our architects are TOGAF certified.

## KEY BENEFITS

- Align IT investment with your business strategy and business unit priorities
- Connect your strategy activities with your execution activities and track digital investments
- Support internal cost recovery from business units consuming digital services
- Reduce cost and improve operational efficiency by rationalising applications and reducing IT platform, development and maintenance expense

Services & Partners

Enterprise Architecture

Strategic Advisory

Strategic Resourcing

INFO~TECH  
RESEARCH GROUP

THE *Open* GROUP

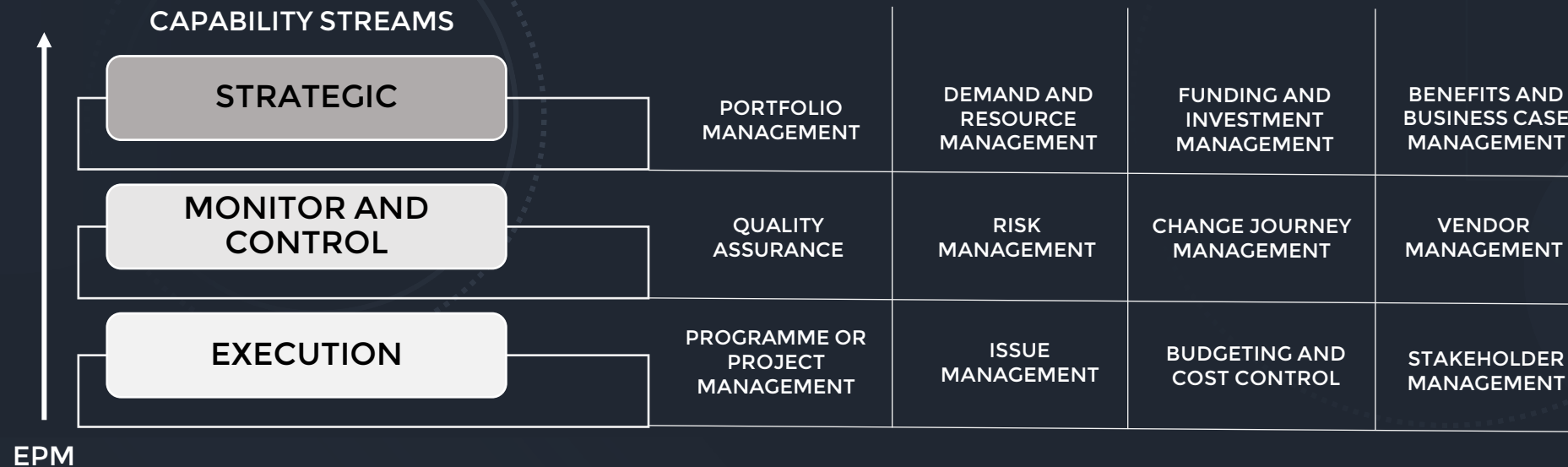




# ENTERPRISE PROGRAMME MANAGEMENT (EPM)

Our world is complex, and our business solutions need to accommodate for this. Because of this complexity, the methodologies required to control and guide how solutions are developed, tend to be hybrids and in themselves require specialist resources with unique capabilities to manage and control the development process.

The diagram below indicates how we construct an EPM (Enterprise Programme Management) capability. The Capability Streams provide the framework for an EPM to truly guide and deliver value to the Organisation. Our experience is that when this capability is constructed, resourced and managed with the “right” intent, projects and programmes consistently deliver to expectation.







# CULTURE JOURNEY NAVIGATION

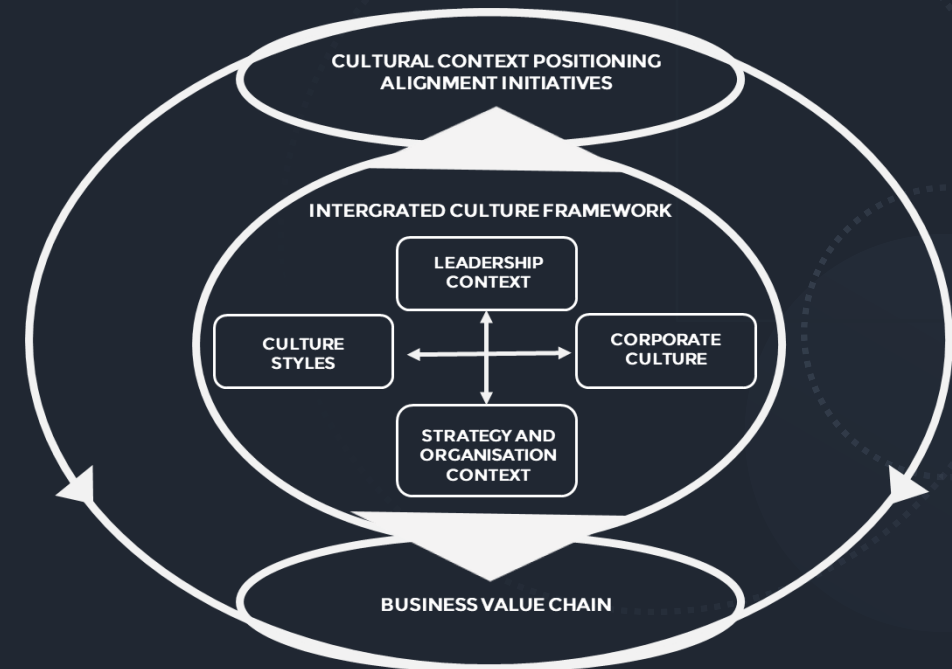
There is a lot said about culture, and many culture assessment tools, and improvement approaches are available. We have experienced how many Organisations identify the need and then execute on some form of culture “improvement” intervention, however, most fail or only work for a short period of time. Perhaps the reason why these initiatives fail is that culture doesn’t eat strategy for breakfast.

The Ovations Business Alignment Model describes how strategy sets the direction of the organisation, the value proposition guides the Business Model (where the magic happenings), which is in turn enabled by the Strategic Value Chain and Operating Model. The latter components are supported by leadership alignment and people performance, and culture is the glue that keeps these components together.

The Ovations Integrated Culture Framework depicts how the various component are interrelated and provides a basis for reviewing the Business Value Chain and determining the Organisations culture.

Understanding your Business Value Chain, and whether you have a misalignment or confusion is critical to understanding whether your culture is fit for purpose. We have a proven approach that links the Business Value Chain and culture and allows you to scientifically understand what you need to do to address any misalignments.

Services & Partners
Culture Journey Navigation
Strategic Advisory
Strategic Resourcing





# DIGITAL PRODUCT DELIVERY

Digital products have changed how organisations approach the design and delivery of their products and services to their customers. The focus is on the relationship between customer and product, which has led to disciplines such as CX (Customer eXperience) and UXD (User eXperience Design) being key to delivering digital products that resonate with customers.

A digital product does not just end when a project has shipped it to production, but its lifetime is long-lived with a dedicated team that continues to evolve the digital product through quickly changing market conditions and customer sentiments. Deep customer insights are gathered through data analytics technologies and consumed by the product owner to anticipate changes in market and customer sentiments.

Full stack developers, cloud engineers and DevOps engineers are some of the key skills required for an agile and autonomous team to support a long-lived digital product, whilst software development disciplines such as scrum, DevOps and CI (Continuous Integration) keep the digital product team flexible enough to adapt to a quickly changing business landscape.

We help our customers not only ideate a product vision and customer journeys, but we also take a 360° view of the product by including everything required to deliver and support it, not just what users will see.

## KEY BENEFITS

- Establish just enough architectural and system foundation to build new capabilities and features
- Help organisations adopt customer-led design and thinking
- Instill agility in technical teams to react to rapid changing markets and customer insights
- Steer organisations towards long term sustainability of digital services and products
- Plan for a build-it-own-it mentality in team structures



Services & Partners

Digital Product Delivery

Strategic Advisory

Strategic Resourcing

DevOps Automation

Bespoke Development

Support & Maintenance

**ATLASSIAN**

**Microsoft  
Azure**

**amazon  
web services**

**Neptune Software**





# INTELLIGENT BUSINESS AUTOMATION (IBA)

Today, enterprises need to be adaptive, creative and resilient. The complex array of technologies available are changing and evolving daily.

Ovations focus on what works for our Clients today, whilst keeping in mind future competitiveness. The goal of Intelligent Business Automation is to digitally improve the Customer experience, increase productivity and reduce cost.

The capability of automation technologies is accelerating and needs to accommodate for scalability and human-machine collaboration. Our proven automation solutions include structured or unstructured data and can be rapidly deployed to generate value and benefits. We leverage Process Mining to complete fact-based process assessments and to identify the need for alternative automation solutions e.g. Robotic Process Automation, Case Management or the ideal of straight through processing.

Ovations places humans at the center of the process automation journey which builds the bridge to the success of the future organisation.

## KEY BENEFITS

- Drive process efficiency through minimum viable automations (MVAs)
- Improved Customer engagements and experience
- Standardisation, collaboration, visibility and transparency in processes, documentation and content
- Ability to use data more effectively and to improve business outcomes through machine learning
- Increased business efficiency and productivity
- Improved compliance and controls

### Services & Partners

IBA

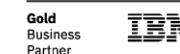
Strategic Advisory

Strategic Resourcing

Implementation Services

Support & Maintenance

Bespoke Development





# DATA & ANALYTICS

Ovations Data and Analytics delivers differentiating insights at the speed of business for our customers. Our modern approach as well as the deep integration with all our offerings provides insights into the past, present, and possible future, and where the challenges and opportunities currently lies or may arise.

We enable data-driven smart decision-making capabilities that anticipate the needs of your company and clients, mitigating risk and fraud, delivering relevant products, personalisation, and the optimisation and improving of service and customer experience.

We can assist to build a modern, agile and reliable, information platform for your business to deliver holistic insights and answers to increasingly complex business questions, at the speed of business.

The Ovations Data and Analytics value proposition is built from the ground up on deep specialisation in modern architectures and methodologies such as Data Mesh, DataOps, Auto ML, practical AI and Big Data in the cloud.

## KEY BENEFITS

- Strong partnerships enables continuous evolving insights
- Holistic insights at the speed of business
- Access to specialised T-shaped resources optimising delivery
- Mature storyboarding methodology reducing re-work
- Modern architectures and methodologies delivering at the speed of business
- Future proofing our customers investment in Data and Analytics

### Services & Partners

#### Data & Analytics

#### Strategic Advisory

#### Strategic Resourcing

#### Implementation Services

#### Support & Maintenance

#### Bespoke Development





# FIGHTING FINANCIAL CRIME

At Ovations, we work with you, using our skills and knowledge gained through multiple client engagements to support you in your fight against financial crimes.

We cover key areas such as Know-Your-Customer (KYC), Anti-Money Laundering (AML), Counter Financing of Terrorism (CFT) and Enhanced Due Diligence (EDD) – all of which ensure insightful, efficient and effective risk decisions about your clients and counterparties.

Not only do we apply our own knowledge and experience gained through multiple solution implementations throughout Africa, but we also partner with international enterprise solution providers and therefore leverage their experience to provide you with the best solution to fighting against financial crimes.

## KEY BENEFITS

- Provide Strategic Advisory services for Regulatory Review Preparation and Remediation
- Providing support and implementation of Solutions addressing AML/CFT and Sanctions Controls
- Partnering with Global Industry Leaders in Regulatory Reporting and Compliance to bring leading edge solutions to you
- Reduce the time required for Alert Remediation, Adverse Media Screening, Enhanced Due Diligence, and Ongoing Monitoring
- Protecting employees by automating the distribution of policies, tracking outside business interests and logging any conflict of interests

### Services & Partners

#### Fighting Financial Crime

#### Strategic Advisory

#### Strategic Resourcing

#### Implementation Services

#### Support & Maintenance

#### Bespoke Development



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# STRATEGIC RESOURCING

Developing Strategic Partnerships and  
Solutions around your Human Capital





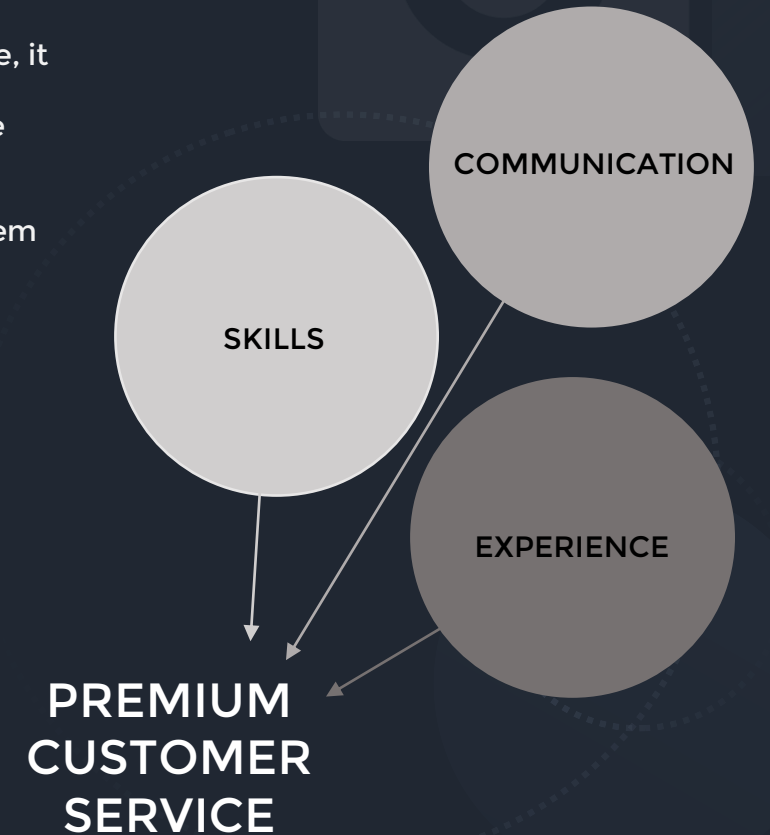
# SUPPORT AND MAINTENANCE

To succeed in their business and to remain competitive in an ever-changing business landscape, it is imperative for any enterprise to have efficient, effective and skilled support service. Support services can range from answering simple user queries to solving complex technical issues. The focus of our support services is to provide timeous, effective and accurate solutions to the problems experienced by our clients on a daily basis. Our support services range from assisting users telephonically, via email or in person depending on the type of request, incident or problem experienced to implementing, supporting and maintaining complex mission critical systems.

## BENEFITS OF OUR SUPPORT AND MAINTANENCE

- Using skilled and experienced technical and service delivery professionals to leverage the best technologies to remain competitive in today's demanding market.
- Increasing user and customer satisfaction by means of stable and reliable technology solutions not only instils trust, but also cultivates loyalty.
- We not only support technology, but people also. Happy users are far more likely to support, recommend and utilise systems they are comfortable using and trust.

Our support services are divided into escalation levels to ensure the correct level of support is provided on a case-by-case basis. We leverage a multi-levelled support system to ensure we deliver the best possible service in the most effective and efficient way possible.







# PROUDLY SOUTH AFRICAN PRODUCTS

We are committed to growing the South African economy by investing in innovation and transformation. Ovation has designed three proudly South African products to empower our clients by meeting their compliance and content management needs.

**'OVAFLO**  
CASE MANAGEMENT



**'EZIOCOMPLY**  
EMPLOYEE COMPLIANCE SUITE



**'ALLROUND**







**Ovaflo**  
CASE MANAGEMENT

# INDUSTRIALISED CASE MANAGEMENT SOLUTION

A proudly South African product designed to manage and organise unstructured information throughout the business process lifecycle

Ovations and Ovaflo can automate any process resulting in efficient value chains and a reduction in overhead costs

Pioneering Case Management since 1999, Ovations has helped transform businesses by streamlining and automating complex processes and integrating a multitude of systems-of-record.

## KEY FEATURES

- Versatile industrial strength and configurable case management framework
- Utilise your process and content engines
- Deep analytical insights
- Include existing business data





**EZIOCOMPLY**  
EMPLOYEE COMPLIANCE SUITE

# EZIO EMPLOYEE COMPLIANCE SUITE

EZIOCOMPLY is a proudly South African product designed to meet your Policy distribution and attestation, Gift declaration as well as External business interest declaration.

Ultimately, the use of EZIOCOMPLY empowers leadership teams to promote ethical behaviour, exercise responsibility and accountability and ensure adherence to good corporate governance practices.

## KEY FEATURES

- Improve Compliance and Operational efficiency
- Remove the complexities and dredge work of Compliance management
- Reduce compliance response time-to-value
- Improve risk reporting time
- Mitigate against potential reputational harm
- Make compliance adherence as streamlined as your payroll and other HR systems

## Key Oventions Differentiators

### Track Record

Track record of successful delivery of projects and solutions. Stood the test of time (20+ years old)

### Technical know-how

Extensive experience with cloud and development technologies as adopted within EZIOCOMPLY

### Compliance

Partners to Tier-1 enterprise clients, applying services and technologies to solve compliance related challenges

### South African

EZIOCOMPLY was designed and built in South Africa with local knowledge and skills, taking insight from corporate needs and regulatory requirements



**ALLROUND**

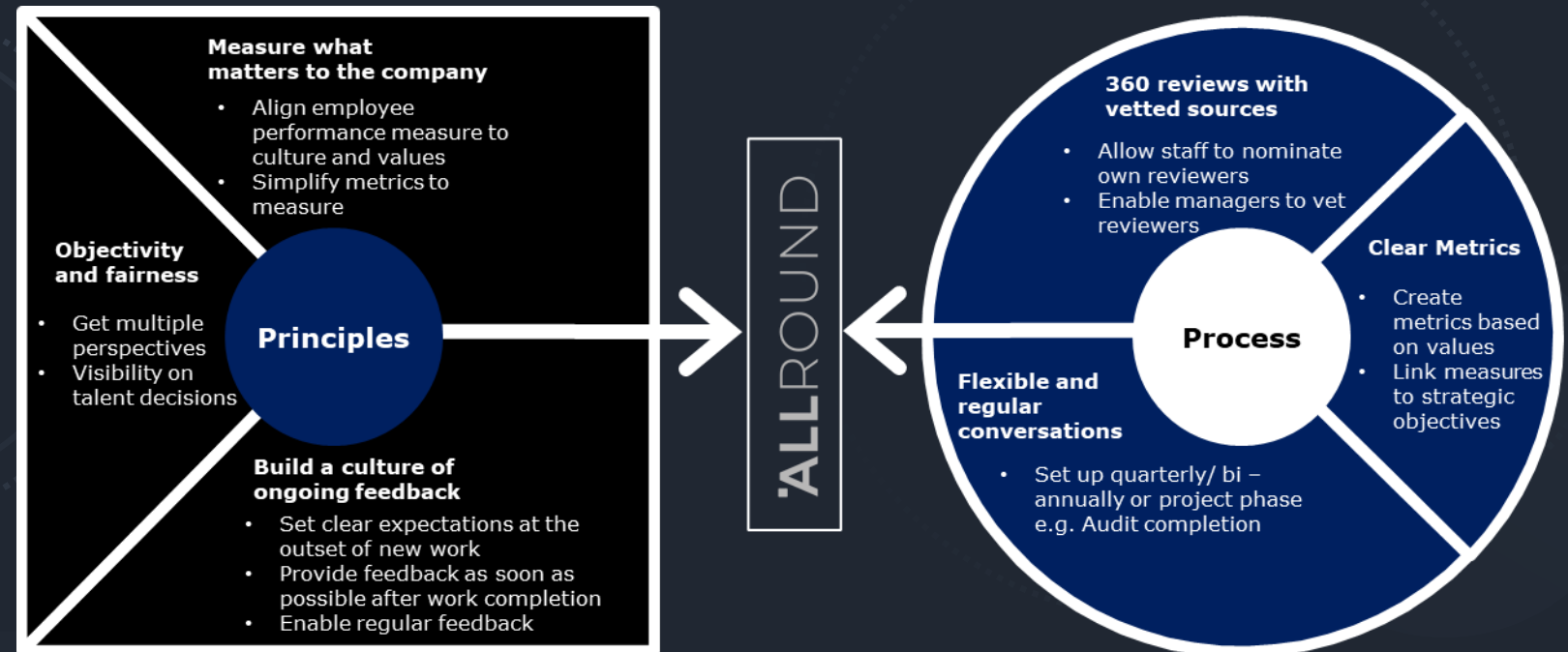
# ALLROUND

ALLROUND is a proudly South African product designed to be a versatile dynamic and highly customisable to meet your internal business needs.

Backed by strong components ALLROUND can be used to quickly implement and customise processes like employee wellness or financial processes.

## KEY FEATURES

- Improve internal processes
- Implement new processes with custom screen designs
- Utilise the strength of industry leading workflow engine





## CONTACT US

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