



We provide a complete solution from implementing to maintaining IT architectures. We assure that systems are well maintained and recovery processes are in place to prevent costly downtime in the event of a disaster. By securely moving the clients' systems into their own private, public or hybrid cloud and implementing security software/devices to protect their intellectual property, we ensure access to their systems and data at all times.

OUR TEAM



Elmar Klan – Managing Director

Prior to completing a Master's degree in computer science and economics at the University of Chemnitz, Germany, Elmar gained experience at a number of companies including Volkswagen AG, Hörmann-Rawema, and Arcay Investments and Arcay Systems. Having a deep knowledge of the many functions of IT management, his attention to detail, as well as the needs of his clients, is an asset which can only benefit you and your business.



Neo Letele – Chief Operating Officer

With a background in Corporate Finance, Neo has honed his ability to focus on the financial efficiency and development of new business opportunities in niche markets, while maintaining client satisfaction of our existing clients. His knowledge and vast experience in the fields of finance and project management, gives him the ability to consult and operate across various disciplines.



Brian Nyahombwe – Head of Support

Having studied Information Technology at the African Virtual University – (UZ-Zimbabwe), Brian has a multi-faceted background in the field of Information Technology, Brian offers not only expert advice and support, but a confidence in the knowledge that your requirements will be met timeously and to your satisfaction. Brian prides himself on his acute attention to detail and ability to deliver solutions.



Luvuyo Mhlongo – Support Technician

Having studied in the field of Information Technology, Luvuyo brings with him a keen knowledge and aptitude for problem solving. His patience gives him the ability to not only service the needs of his clients, but to do so in a friendly and approachable manner.



Olebogeng Thebe – Support Technician

Olebogeng fostered his technical acumen while acquiring his qualification in System Development. His attention to detail and his good rapport with clients sees a quick resolution to queries.



Tshepiso Mothibinyane – Junior Software Developer

With an ever growing knowledge of the IT environment, and a keen knowledge of programming best practices, Tshepiso is geared to assist with the development of software interfaces and user experiences.



Patrick Mmusi Osiile – Office Manager

Patrick is at home in the office, keeping the day-to-day running of EK-Solutions effortless and offering the support needed to those who support you. Patrick is currently studying Office Management and Technology (Diploma) through UNISA.

Our team...
your solution

www.ek-solutions.co.za

OUR SERVICE

We offer same day business support (Business Hours are from 08:00 to 17:00) as well as remote support – especially ideal for travellers. Our response time is based on severity level and we offer after hour's emergency support (based on SLA rate) if necessary. Regular onsite preventive maintenance and the proactive high level monitoring of servers and network hardware, lessen the need of this emergency support. Our full site documentation and analysis includes recommendations on resolving risk areas. We will, based on an analysis of repeat calls, discuss and propose solutions to our clients at the monthly IT meetings. Server update testing before rolling out in the live environment is key to our offering... high level consulting and quality of service to all our clients.

WE OFFER

- **Microsoft Workstation, Desktop and Laptop Support**
 - › Operating Systems from Windows Vista, Windows 7, Windows 8/8.1 and Windows 10
 - › Office 2003 and higher
- **Microsoft Server Implementation and Maintenance**
 - › Operating Systems from Windows Server 2008 and higher (including Active Directory, File Services, DNS, DHCP)
 - › Microsoft Exchange Server 2010 and higher
 - › Microsoft SQL Server 2008 and higher
 - › Microsoft Forefront Gateway 2010
- **VoIP Implementation and Maintenance**
 - › Cloud or On Site PBX (Virtual or Physical Server)
 - › VoIP Telephony Solutions to reduce monthly costs (incoming call numbers can be ported from Telkom to our system and outgoing calls can save up to 70% compared to Telkom, call outs are charged per second.)
- **Network Infrastructure**
 - › Wireless, Fibre or Copper
- **IT Security Products like Avira Antivirus or PFSense Firewall Solution**
- **Backup and Disaster Recovery (including Cloud Backups)**
- **Printers, Scanners, Desktops, Laptops, Copiers etc.**
- **Development of Software and Websites**
 - › Microsoft VB.Net
 - › Microsoft ASP.Net
 - › Microsoft SQL
 - › Microsoft WCF
 - › Microsoft C#.Net



SCOPE OF WORK UNDER SLA

- Preventative maintenance includes Windows updates, Antivirus, anti-spyware
 - Regular general workstation maintenance
- Upgrade and install workstation equipment and software as requested
 - Apply software updates and patches
 - Complex fault finding and troubleshooting
- Re-Installation of desktop or notebook software, following hardware repair or replacement
- Access to Help Desk via telephone or email
- Remote server and desktop support
 - Regular server maintenance
 - Inspection of security events and application logs
 - Apply approved software updates and patches
 - Monitoring of all backups
 - Checking resource utilization of servers
 - Server administration
- Install and maintain on-site or cloud VoIP solutions.

www.ek-solutions.co.za

EK Solutions Holdings (Pty) Ltd

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OUR CLIENTS

Our range of services offer a solution to our clients operating in an array of industries:

Oneplan | Burson-Marsteller Africa | Pan African Asset Management | Arbor Capital Holdings | Impact Africa
CityDev | Pangea | Profit Partnership | PWK | SydSen | Bushbaby Inn | Denmik | MVMT Attorneys | Dennemeyer
Financial Chaos Theory | ib Comms | JFinc | KRJK | Kujua | Unlocked | DS-Architect | M2Resources | Mojalnc
Chipp Creative | Find a Warehouse | Killik & Co | 3Greens | eByin | Denmik | Dessington Marais | Deventon
Flightshare | Kopanoworks | My Airbase | NSH Attorneys | Pangea | Providencia