

YOUR CLOUD JOURNEY

*Managed Services
Optimisation Services*



*Technology makes it possible...
People make it happen.*

Bringing efficiency to your business

Once your business has a cloud strategy and implementation in place you will want to make sure that you get the most out of your cloud investment.

For instance, the multiple advantages of using global cloud-delivered applications rather than buying them are very attractive to South African companies. However, due to inherent delivery issues like latency, local companies have been unable to enjoy the cloud experience as it is supposed to be, resulting in a sub-standard user experience.

Our Cloud Optimisation Services are designed to ensure that South African businesses can finally take full advantage of all the benefits that the cloud offers, with a world-class user experience.

You will also want to continue the delegation of non-core business functions, like infrastructure management, database management and application deployment and management to a service provider – in order to minimise distraction, lower resource demands and control costs.

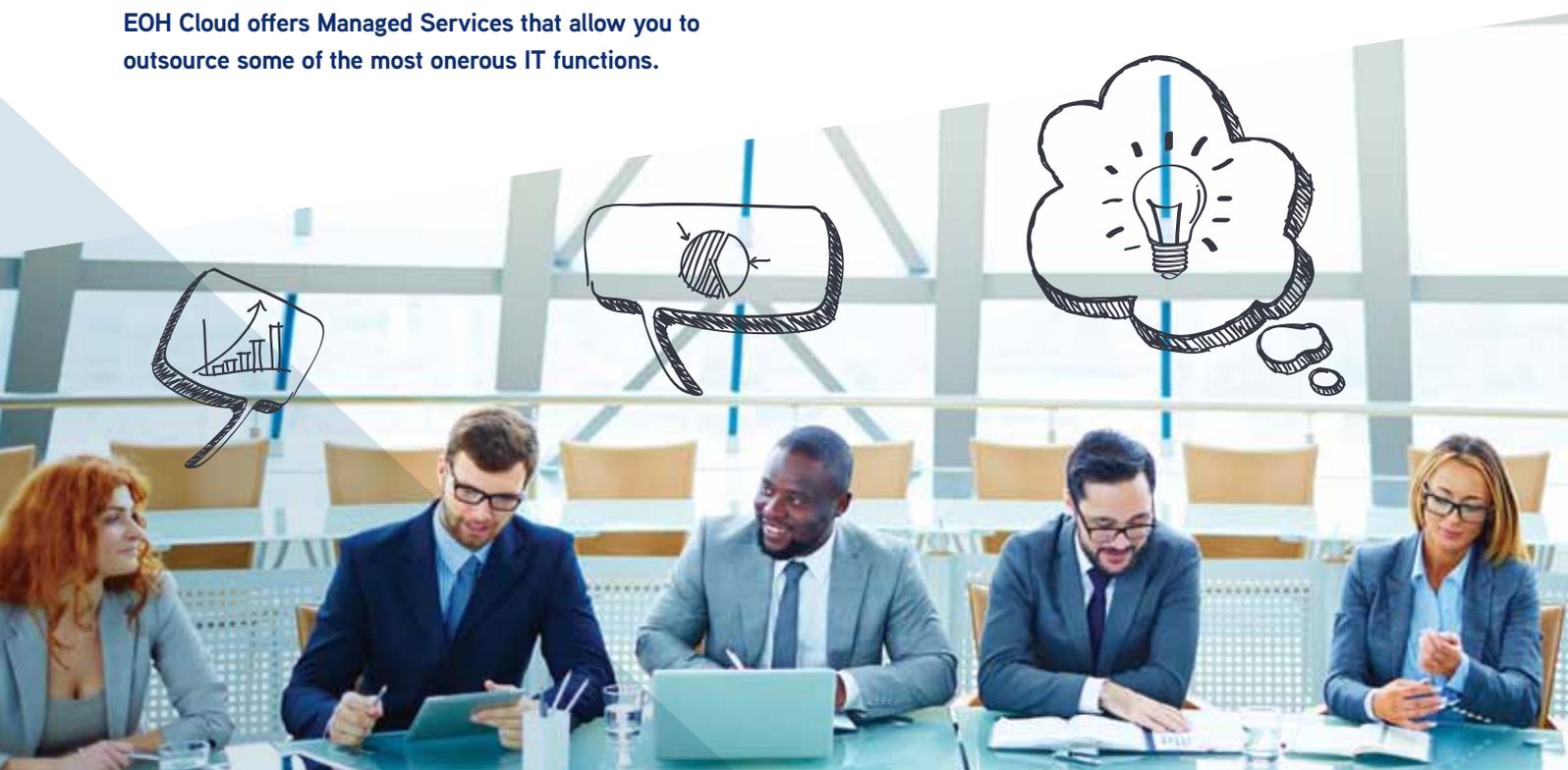
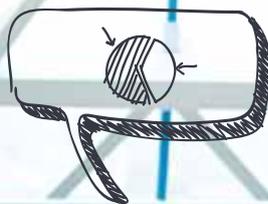
EOH Cloud offers Managed Services that allow you to outsource some of the most onerous IT functions.

Managed Services

EOH Managed Services provides an end-to-end suite of information technology infrastructure services deployed in support of your business success. We combine knowledge, technology and experience in creating solutions.

We can operate within your business, managing areas that you don't want or don't have the expertise to manage. So you can focus on what you need to focus on – your business. We guarantee improved efficiency and better end-user experience.

The ultimate outcome of this improved efficiency will be a more flexible business, where you are able to add and subtract outsourced resources as and when you need them, creating a more responsive and boundaryless business.





EOH INFRASTRUCTURE OUTSOURCING

We specialise in operating and supporting ICT infrastructure, through a suite of end-to-end management solutions.

- Eliminate IT distraction – concentrate on your core business
- Reduce costs and drive business performance
- A single, faster, coordinated IT process

Our infrastructure outsourcing solutions are designed to let your customers focus on your core business while we focus on ours – the provision of managed ICT services supporting your success.

Whether you own the equipment hosted on your premises, or use EOH Cloud or hosted service options, EOH Infrastructure Outsourcing will provide you with a one-stop ICT infrastructure outsourcing solution.

By leveraging the diverse and extensive skills within one of Africa's largest and most successful ICT companies, EOH is able to provide you with a complete infrastructure outsourcing solution.

Our customer-centric approach ensures we make ongoing, long-term and strategic investments in our service operation, thereby benefiting you through ongoing cost reductions and service quality improvements.

Our service portfolio extends from procurement to disposal and includes all the IT management, support and advisory functions necessary to keep your IT services secure and available.

With a powerful, flexible infrastructure at your command, your business will become more responsive – better able to react to customer needs and market changes, and put into motion near-future plans in a boundaryless way.

EOH DATABASE OUTSOURCING

Our secure database storage and management services remove your need to employ expensive, skilled resources to manage your database environment.

- No need to hire expensive resources
- The benefits of highly skilled, hard-to-find expertise
- Fully harness database capabilities

We provide the highly skilled database design and administration resources that are hard to find and are expensive and put them at your disposal.

Your database management becomes more efficient and cost-effective. In addition, our DBAs have the ability to optimise databases for increased speed and efficient operation, thus improving the performance of all your systems, software and applications that depend on your database.

This allows you to use your databases as efficiently and effectively as possible in service of your business needs.

In turn, this helps to make your business even more flexible and responsive, always able to harness the power of data to inform business decisions.

EOH APPLICATION OUTSOURCING

We deliver ever-increasing efficiency, and higher reliability and availability of applications.

- Collaborate and share files at any time from anywhere.
- Enjoy the peace of mind of full backup
- Full mobility through mobile device access

Our approach is to provide businesses with an overall blueprint on how to optimise the operations of your technology solutions and to help ensure the availability of your mission-critical business processes. We deliver value through managing performance, volume and improved data transparency and consistency across the entire IT landscape.

Fully protect your solution environment by ensuring stability:

EOH Application Outsourcing offers technical account management for the entire life cycle of your solution and supports your business in implementing end-to-end solution operations.

Support mission-critical operations:

This includes ongoing quality checks for technical risk analyses and continuous improvement.

Support advisory centre:

EOH is your direct communication channel for mission critical support (24X7). This service is underpinned by a service-level agreement for initial response and corrective action.

This overall increased efficiency leads to a more responsive business, able to use applications as productively as possible.

Optimisation Services

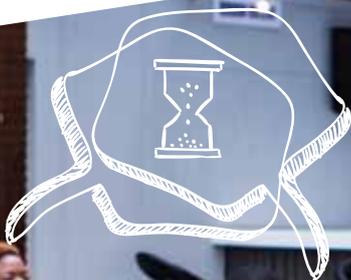
Visibility, control and optimisation providing accelerated performance and bolstered productivity for your business.

South African companies are at a disadvantage when it comes to using cloud applications and services. The issue is that most of the really useful enterprise applications we use, like Microsoft Azure or Salesforce.com are delivered from data centres located in Europe or the US.

The problem is one of latency: the further one is from the point of delivery, the slower the application will perform. This means that South African companies do not get the full power and benefit of global cloud-delivered applications and services. In fact, often the opposite happens – users feel hamstrung by slow performing applications, making a sub-standard user experience the norm.

EOH Cloud Optimisation Services are purpose-designed to overcome these problems, and deliver the kind of world-class cloud experience enjoyed overseas to companies operating from South Africa.

Cloud services have been designed to allow businesses to operate in more boundaryless ways, with improved flexibility and responsiveness – while enjoying better cost control. EOH Optimisation Services ensure that South African businesses can reap these benefits.





We accelerate the delivery of Microsoft online services, like Microsoft 365 and Microsoft Azure.

EOH OPTIMISATION-AS-A-SERVICE

A single optimisation solution that overcomes the slow performance challenges of cloud application delivery – with fast, flexible access to business-critical applications delivered from anywhere in the world.

- Better performing, more responsive cloud applications
- 50x faster user experience
- Up to 90% reduction in bandwidth usage

With EOH OaaS you'll get great performance from every cloud application, whether these are located in our cloud network in South Africa, or delivered from a cloud network in the US or Europe. This includes application providers such as Google, Microsoft, Salesforce.com, Oracle, SAP etc.

Hosting your business-critical applications in the EOH Cloud can give you access to a range of optimisation capabilities that will measurably improve your application delivery to your users, whether coming from the Internet or a private network.

Your application delivery is protected from other Internet applications of less importance, allowing you to prioritise hosted business applications. This yields faster application performance.

Application performance is further optimised using TCP/IP acceleration, compression and caching.

EOH MICROSOFT CLOUD OPTIMISATION

We accelerate the delivery of Microsoft online services, like Microsoft 365 and Microsoft Azure.

- Faster performing Microsoft Cloud applications
- Bandwidth usage savings up to 75%
- Better user experience and increased productivity

EOH OaaS can help your business take advantage of the numerous benefits of Microsoft Azure and Microsoft 365 by guaranteeing the underlying network performance and providing technology that will ensure application acceleration and bandwidth efficiency. This can be achieved over the Internet, or through Microsoft Express Route.

The incorporation of Optimisation into the Express Route architecture provides an additional powerful ability to improve user experience by considerably lowering latency and session set-up times, and considerably reducing bandwidth requirements through the sometimes expensive MPLS architecture for Express Route. Customers using Express Route with Optimisation will in most cases require up to 75% less MPLS bandwidth than with normal Express Route without Optimisation.

We use a combination of technologies to create a powerful method of accessing global resources and applications in Microsoft Azure and Microsoft 365:

- TCP/IP acceleration
 - Compression
 - Caching and deduplication
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EOH GLOBAL APPLICATION OPTIMISATION

Fast, optimised delivery of global online applications, like Salesforce.com and Oracle.

- Vastly improved user experience
- Take full advantage of any cloud applications, no matter where they are delivered from
- Use less bandwidth while getting more done
- Improved business productivity and efficiency

Most of the global applications that businesses in South Africa use are delivered from data centres in the US or Europe, affecting user experience due to high latency and costly bandwidth. The higher the latency, the worse the user experience. Accessing applications like Salesforce.com, Oracle Cloud or Microsoft Azure and 365 can be compromised by this high latency, as experienced from South Africa.

EOH Global Application Optimisation can help your business to take advantage of the growing number of global applications, by addressing the remaining obstacles in their adoption: latency and cost.

We focus exclusively on the delivery of global applications through a dedicated and optimised telecommunications network.

The optimisation capability has been embedded into the core of our network, removing any need for you to be involved in the technical deployment of the solution.

This unique service gives your business a powerful and flexible opportunity to accelerate specific Internet applications or your general Internet, using your existing Internet access bandwidth, or by moving your Internet access to EOH.

You'll get fast, flexible and more economical access to your business-critical applications – with almost the same experience as if you were using the application over a LAN or accessing it from your own data centre.

Whether you need to outsource non-core it activities, or need to improve the performance of the applications your business needs to operate...

We have reliable solutions specifically developed to address the needs of South African companies.

Our Managed Services and Optimisation Services are both aimed at improving your business productivity and effectiveness and, ultimately, your bottom line.

Contact us:

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EOH Cloud

EOH CLOUD –
MORE RESPONSIVE THAN EVER.



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