

# Dynaco

Broad spectrum business solutions



## About Us

Dynaco is a consolidated broad spectrum business solutions provider covering a wide range of aspects and modern business needs, from complete ITC infrastructure design, supply, deployment, maintenance and management to the optimisation of business processes and compliance.

It is a conglomerate of numerous individuals and companies that specialise in various technology sectors who have all partnered to create a cluster of comprehensive solutions in their respective professional fields.

The name Dynaco is meant to signify the dynamic nature of the company and its services to keep up-to-date with latest technology and trends along with the ever-evolving needs of clients.

At Dynaco, we form lifelong relationships with our customers, constantly working to holistically improve their experience by providing superior service and creating additional value.

Dynaco's methodology to the customer infrastructure and engagement is "reconcile, standardize and automate", providing a seamless experience.

Our innovative initiatives promotes better workflow by doing more with less, allowing clients to focus on their core business, rather than spending time and effort on managing business enablement services.

## Vision

To be the preferred supplier for all end-to-end business solutions.

## Mission

To provide high-end comprehensive business solutions with a single point of contact for clients at competitive rate globally.

## Values

**Passion:** We are committed in heart and mind about continuously moving forward, innovating, and improving.

**Collaboration:** Through leveraging collective genius, we are able to provide specialised services.

**Transparency:** We are clear and open in what we say and do.

**Fairness:** We strive to be adaptable and considerate in our dealings inside and outside our business.

**Integrity:** All of our activities and decisions will be conducted in a honest, consistent and ethical way.

**Quality:** We are committed to excellence in everything we do and strive to deliver value

**Efficiency and Effectiveness:** We continuously collaborate with our clients and with our specialists to discover and apply safer, better, faster and more cost-efficient ways to provide services.

**Reliability:** We are committed and dedicated to meeting client demands by delivering our best as well as consistent, top quality services.

**Communication:** We communicate clearly and efficiently with all parties involved and affected

## Services

With Dynaco's services, we provide a single point of contact and accountability with a drive to increase service delivery standards, expert guidance, superior user experience and continued expenditure optimisation suited for your business requirements.

### On-Premises Services

On-premise services offers the supply of hardware and allows the installation and running of software on hardware located within the premises of the company, this permits physical access to the data and the provider can directly control the configuration, management and security, including support of the computing infrastructure and data.

- **Supply and Installation**
  - This includes the supply and installation of onsite servers, desktops, laptops, end-user devices, a range of networking, VOIP and connectivity options as well as CCTV.
- **Management and Support**
  - Assisting the operations of Service Level Agreements (SLAs) as well as monitoring and managing active maintenance using Remote Management and Monitoring (RMM) agents.
- **Services**
  - A service desk that has a single point of contact (SPOC), complying with Information Technology Infrastructure Library (ITIL), which is a set of detailed practices for IT service management (ITSM) that focuses on aligning IT services with the needs of business.

### Internet Service Provider (ISP)

Internet Service Provider (ISP) delivers services which typically include Internet access using a range of technologies to connect users to their network, Internet transit, domain name registration and web hosting.

- **Connectivity**
  - The ability of a computer, program, device, or system to connect to the internet or another computer by means of using ADSL, fibre and LTE.
- **Internet Service Provider (ISP)**
  - Web hosting provides the technologies and services needed for the website or webpage, the host is a computer where your website files are stored, it assigns an address (DNS) for your files to your domain name so that anyone can find your website on the Internet by typing in your domain name.

### Cloud Solutions Provider

A cloud solutions provider, sometimes referred to as cloud service providers (CSPs), offers network or storage services, infrastructure, or business applications in the cloud, this cloud computing is typically Infrastructure as a Service (IaaS), Software as a Service (SaaS) or Platform as a Service (PaaS) which are frequently considered for their potential cost savings that result from reduced expenses related to staffing, power consumption, maintenance and security.

- **Microsoft Office 365**
  - This is a cloud-based service that is designed to help meet your business needs for e-mail, Microsoft Office 365 Applications and Microsoft Office 365 Enterprise.
- **Microsoft Azure**
  - Azure hosting is a cloud computing service created by Microsoft for building, testing, deploying, and managing applications and services using flexible and agile technology that's tied to business processes in a secure and managed way.

- **Microsoft Licensing**
  - Microsoft licensing presents a complex array of programs and choices which determines how a client is charged for use of a Microsoft product by defining a set of license types, which devices or users require them, and under what circumstances.
- **Mimecast**
  - An international company specialising in cloud-based email management for Microsoft Exchange and Microsoft Office 365, including email security, continuity services and archiving emails to protect business mail.
- **Google Cloud Platform**
  - This platform provides a series of modular cloud services, it allows you to build and host applications and websites as well as store and analyse data on Google's scalable infrastructure.
- **Amazon Web Services (AWS)**
  - With this service offers clients cloud web hosting solutions that provide businesses, with cost efficient ways to deliver their websites and web applications.
- **Liquid Telecom Cloud**
  - These cloud services can host servers, applications and services across the African continent which can scale quickly, on-demand, provide greater business agility and innovation.
- **SentireCA Local Cloud Platform**
  - This local cloud model enables a wide range of services for local cloud hosted platforms, Remote Management and Monitoring (RMM) agents alongside service and support preferences.
- **Anything as a Service (XaaS)**
  - This refers to the growing diversity of services available over the Internet via cloud computing as opposed to being provided locally, or on premises.

## **Business Consulting Services**

Business consulting refers to both the industry, and the practice of, helping businesses improve their performance, primarily through the thorough analysis of existing business problems and then implementing business enablement service solutions for improvement.

- **Consulting**
  - Providing of expert knowledge on analysis, architecture, project management, deployment, support and refresh.

## **Human Resources and Business Services**

Human Resources and Business Services mainly handle internal business functions, such as human resources, finance and accounting, it offers an affordable way to acquire applications by means of networks.

- **Human Resources Services**
  - These resources fulfil business requirements such as mail delivery, payroll, finance, administration, bookkeeping, human resources, dismissals and more.

## **Finance as a Service (FaaS)**

Finance as a Service (FaaS) is a set of solutions that brings simplicity to finance departments to manage finances.

- **Financial Services**
  - Financial Services relates to the accounting and auditing services, financing of services as well as equipment rental options.

## Client Management

At Dynaco, we treat our clients with the utmost respect and care by assigning each client their own Account Manager who will handle all their business needs, attend to their queries and give feedback in a professional and timely manner.

We aim to simplify and enhance each and every one of our clients' working environment while streamlining expenditure by delivering superior and personalised services.

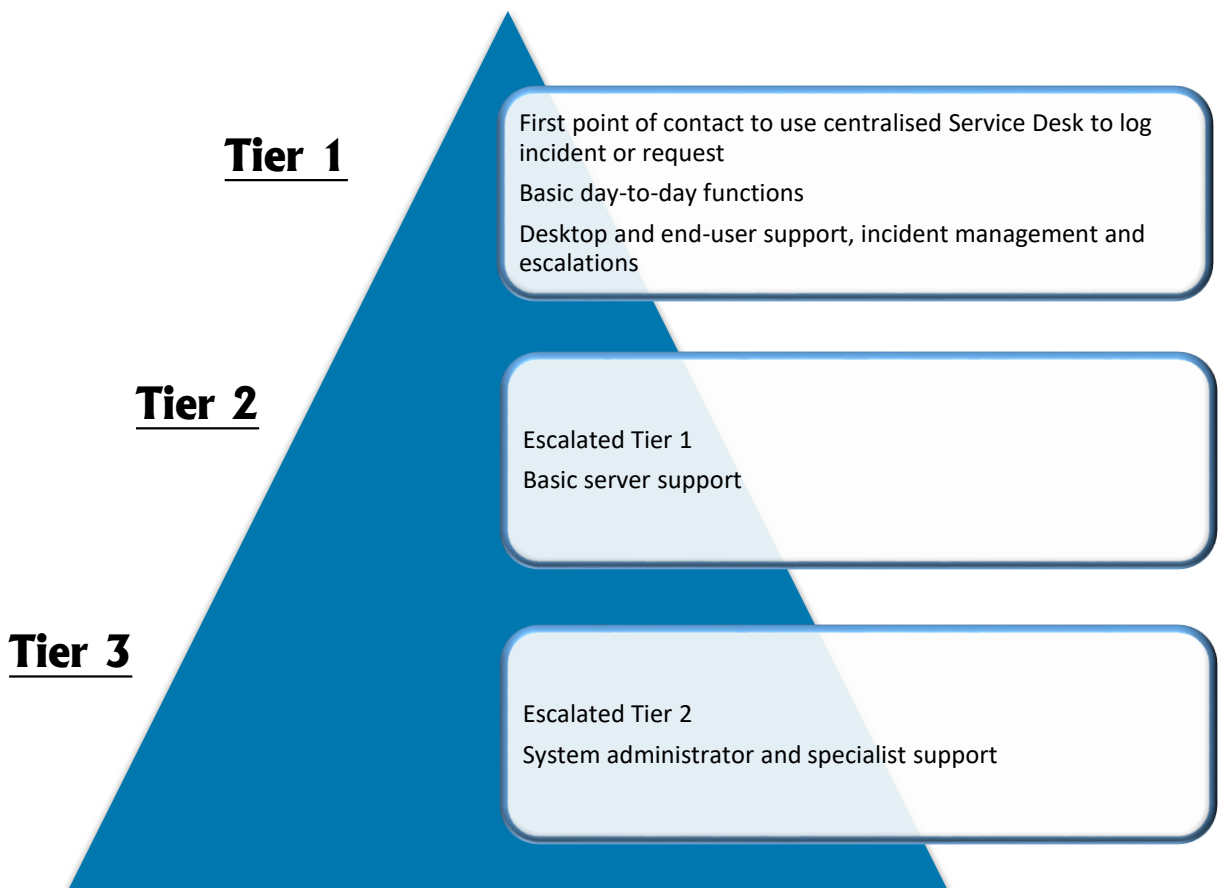
## General Support

Our primary support to clients is provided using Remote Management and Monitoring (RMM) and other various support tools.

This support will be routed via a centralised Service Desk to the appropriate channel depending on the nature and urgency of the incident or request.

Any escalated or physical hands-on support will be attended to by field service technicians.

## Service Desk



## The Directors



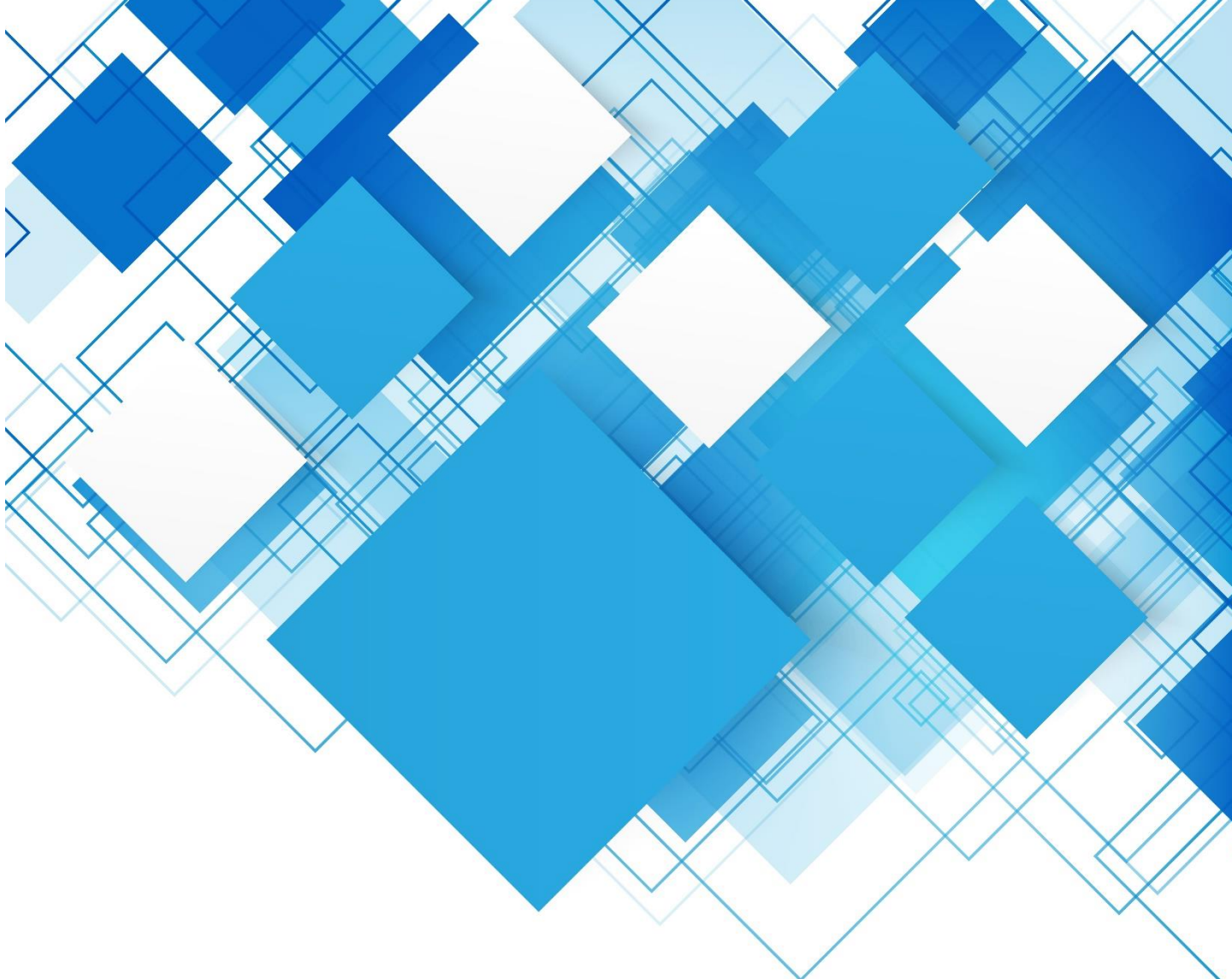
**Thys Smith**  
**Managing Director**

*Managing Director, **Thys Smith***, has always been fascinated by IT and all the operational efficiencies and creative solutions that come with it. He went onto studying Technical Electrical and Electronics at UNISA and has been in the IT space since 1991. His attention to detail and experienced advice is backed by an impressive résumé and an ISETT SETA M-MBA completed at ITW. He has a varying list of certifications of being an instructor for A+ Certification and N+ Certification by CompTIA, Microsoft Certified Systems Engineer by Microsoft and Java Programming by Sun Microsystems. For Hewlett Packard he has accomplished several courses such as HP Advanced Sales Certified - Enterprise Server Solutions and Services, HP Sales Certified - Converged Infrastructure Solutions as well as an Introduction to Selling Servers, Storage, Networking and Services along with Selling HP Personal Systems Hardware. He is also certified by Dell for Advanced Enterprise Sales and has done numerous ICT courses to improve his skills. After extensive experience, Dynaco was forged when Thys saw a gap in the market for a provider that could offer a broad spectrum of business solutions. Thys plans to constantly incorporate new innovative technologies at Dynaco, making customers' lives easier and simpler, allowing their businesses run seamlessly and overall, to reduce risk.

*Technical Director, **Abri Heiberg***, started as a freelance technician and sales representative in 1997 however his journey began at a young age when he discovered his ability to repair electronics. As his passion for IT grew over the years, he went on to study Information Technology Engineering (ITE) at CTI. With many years of experience building and maintaining environments within the private as well as commercial sector, he discovered a need to build an environment to benefit existing and future clients directly. He was then set to head up a new venture, with an A-Z mind-set aimed at being able to transform and adjust to new trends, technological advancements and regulations. Apart from managing the business and infrastructure, he continuously focuses on creating innovative concepts whilst keeping rigidity in mind to build strong yet dynamic solutions. Abri believes there is no job too big or small for a business solutions company like Dynaco.



**Abri Heiberg**  
**Technical Director**



# **Contact Us Today**

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visit our website for more information [www.dynaco.co.za](http://www.dynaco.co.za)**