



**DC**

 digital **generation**



## INTRODUCING DIGITAL GENERATION

Founded in 1999, Digital Generation (DG) has nearly 20 years' experience as a leading provider of custom-made ICT business models, engineered to unlock the full lifecycle value of ICT products, services and solutions.

Today, DG is as committed as ever to transforming the IT lifecycle management landscape through innovation, world-class technology products, solutions and infrastructure, and an unwavering passion for client service excellence. This commitment has seen DG steadily grow its reputation as a premier ICT partner to a diverse array of organisations of all shapes and sizes in both the public and private sectors, including many multi-national brands.

DG is a national business with multiple outlets, warehouses and administration & logistics facilities across South Africa. Our Performance Centre is our primary business hub and offers warehousing, in-house logistics, configuration centres, and a call centre.

## A PARTNERSHIP APPROACH FOR MUTUAL SUCCESS

Our value-adding business model is structured on the cornerstones of cost efficiency, quality, transparency and superior end-to-end service. It's a partnership-driven approach that ensures we enjoy the highest levels of trust from our clients, all of who place immense value on the relationship they have with us, and appreciate the peace of mind they enjoy as a result of our focus on excellence, innovation, service and consistency.

## FULLY COMMITTED TO TRANSFORMATION

DG is 100% committed to making a significant contribution to the transformation of the ICT industry in South Africa. This commitment is demonstrated through DG's full compliance with the requirements of the B-BBEE Codes of Good Practice and its ongoing investment into the South African economy. DG is 51.67% Black Owned and 31% Black Women Owned, earning it Level 2 Black Women Owned Company status – a designation that ensures maximum transformation benefits for all DG clients and business partners.

## SIMPLE, EFFECTIVE SOLUTIONS THAT ADD MAXIMUM VALUE

The ICT environment can be highly complex, which has the potential to present a variety of risks for businesses today. DG prides itself on its proven ability to design and deliver simple, yet highly effective solutions that transform IT risk into opportunities for sustainable business advantage. Whether we are simply providing hardware like mobile phones, tablets, laptops, desktops, servers and storage, or creating innovative ICT infrastructure solutions, our partnership approach ensures we fully understand the business needs of our clients and deliver transparent, affordable and scalable solutions on time, on budget, and backed by our solid reputation for service and support.

## THE DG OFFERING AT A GLANCE

While DG typically delivers holistic and highly integrated solutions to its satisfied clients, our product and service offering can be broken down into four main components as follows:

### **1. Hardware, software and accessories**

Our extensive network of globally trusted technology manufacturers and distributors mean we offer a comprehensive and diverse range of end-user and data centre hardware and software solutions including, but not limited to:

- **Data Centre Infrastructure** – including servers and storage; networking; UPS; cabling.
- **End User Computing** – including desktops; laptops; tablets; mobile phones.
- **Accessories** – including keyboards; mice; printers; scanners; routers, headsets, etc.
- **Enterprise Software** – including various operating systems and applications.

### **2. Digital consulting services**

DG provides expert consulting services aimed at transforming the vision of our clients into an efficient and sustainable solution. Delivered through dedicated teams of experienced consultants, the service is built on an in-depth investigation and assessment of the client's business needs and expectations, which results in a workable, step-by-step plan by which to achieve the desired state.

The Consulting Team is supported by DG's Professional and Technical Teams to ensure the delivery of an accurate, effective and efficient solution that utilises the very latest in world-leading technology leveraged through cutting edge business and process systems.

### **3. DG Vault**

VAULT is Digital Generation's Backup-as-a-Service (BaaS) Infrastructure that is designed to protect clients' data and applications via a reliable and highly secure hybrid cloud backup system. The service is ideal for clients who require a robust, scalable, on-demand backup service without needing to purchase, configure, or maintain the required infrastructure.

DG provides all necessary infrastructure and services to deliver this solution on the premises of clients and/or via the Cloud. Clients enjoy a simple and transparent pay-per-use fee model based on a rand amount per gigabyte they use.

#### **4. Specialised Asset Services**

- **Centralised, secure warehousing** - DG has access to multiple locations and distribution centres across South Africa, all of which are available to our clients for the efficient distribution of products. Our Performance Centre is our centralised hub for secure warehousing, stock management, and in-house logistics. It also houses our dedicated call centre and repairs centre, both of which delivers additional layers of service excellence.
- **Logistics and reverse logistics** – Our highly reputable logistics provider (Brima) share our commitment to absolute client satisfaction in terms of delivery of ordered products. In addition, our comprehensive reverse logistics service maximises value across the full lifecycle of the IT products and solutions we provide. It includes disposing of items that have reached the end of their lifespans, collecting and managing returns, returning unsold merchandise to suppliers, secure data destruction, and all other aspects of sustainable product lifecycle management.
- **Asset Management** - The effective control and management of stock is an essential part of a successful supply chain. DG's integrated asset management services cover all aspects of stock control on behalf of its clients, including overseeing its movement in and out of the warehouse, ensuring accurate records are maintained on the asset register, warranty and repair management, MIS reporting and facilitating environmentally sustainable disposal of stock that has reached the end of its lifespan.
- **Procurement** - Thanks to our established industry relationships and partnerships we have the ability to deliver an extensive range of products, within exceptional timeframes and at competitive prices. We are also able to handle the full procurement lifecycle on behalf of our clients if required to do so.

## WHY PARTNER WITH DG

1. ***We're serious about brand building customer service*** – We know our service delivery directly impacts on the success of our clients. That's why a consistently exceptional customer experience is a non-negotiable part of our client relationships. Our service levels are considered to be amongst the highest in the market as audited by independent service assessment consultants. This commitment has earned us numerous accolades.
2. ***Our commitment to innovation is your guarantee of a competitive edge*** - Innovation is entrenched as part of our business culture and we actively encourage our employees and service providers to critically assess how our business operates and suggest ways of doing things better in order to maximise the value we add to our clients.
3. ***We offer access to a global network of solutions providers*** - We have close working relationships with more than 180 global manufacturers and suppliers, including leading brands like Apple, Dell, HP, Hitachi, Lenovo, Pure Storage, Samsung and more.
4. ***We're experts in stock forecasting and management*** – We have extensive experience with stock demand forecasting and acquisition plans as well as a proven track record of partnering with our clients and suppliers to procure the best technology at the most competitive price.

## THE DG VALUE PROPOSITION

1. We never forget that our clients' success is our success.
2. We strive at all times to deliver unparalleled value to our clients.
3. We understand the importance and value of each client's brand and ensure that our service delivery builds that brand amongst their customers and prospects.
4. We maintain the highest levels of service at all times.
5. We strive to deepen our understanding of our clients' business and operating environment so as to proactively deliver value-adding solutions.
6. Our executive management team is always available to our clients and is actively involved in client relationships.
7. We continually invest in our partnerships to ensure that they are sustainable and exceed expectations.

## OUR VALUES





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