

DG  digital generation

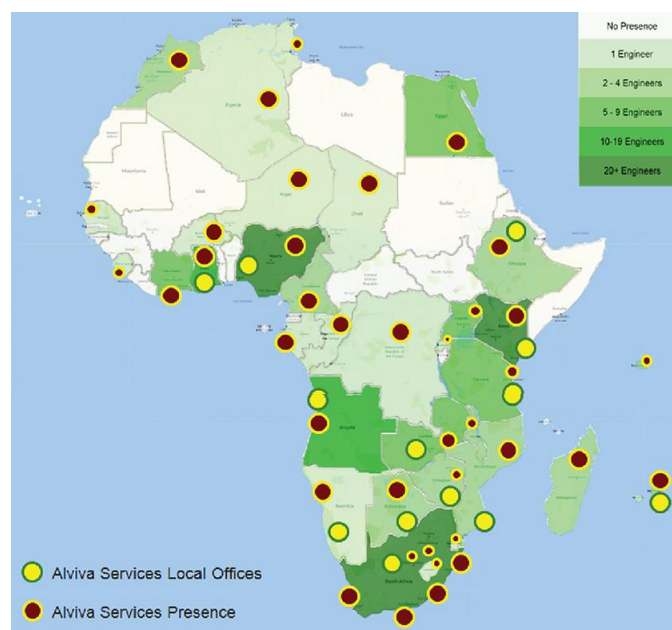
INTRODUCING DIGITAL GENERATION

Digital Generation (DG) has 21 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.

After more than two very successful decades, DG is today as committed as ever to delighting its clients through innovation, world-class technology products, solutions and infrastructure, and an unwavering commitment to help transform the IT lifecycle management landscape in Africa.

Our delivery on this commitment gained significant momentum in 2019, when the company was acquired by Alvida Holdings (Alvida), one of Africa's largest providers of information and communication technology products and services. DG's position as a subsidiary of Alvida not only gives the business access to Alvida's vast technical, human and knowledge resources, but also gives impetus to its long-held ambition to deliver its leading ICT solutions and services to organisations of all shapes and sizes across the continent.

With Alvida's partnership, DG is today a multinational business, within the Alvida Services division, with access to much of Africa and a clearly defined strategy to expand its brand presence, outlets, warehouses and administration & logistics facilities throughout the continent.



A PARTNERSHIP APPROACH FOR MUTUAL SUCCESS

DG's value-adding business model is built on the cornerstones of cost efficiency, quality, transparency and superior end-to-end service. Our partnership-driven approach means we have the support of almost 200 technology manufacturers and suppliers, including numerous world-leading brands.



Authorised
Reseller



This extensive and reliable network ensures we enjoy the highest levels of trust from our clients, who value the relationship they have with us and appreciate the peace of mind that our dependability, innovation, and service excellence give them.

TOTALLY COMMITTED TO TRANSFORMATION

DG is committed to making a significant contribution to the transformation of the ICT industry in South Africa. This commitment is demonstrated through our compliance with the requirements of the B-BBEE Codes of Good Practice and our ongoing investment into the South African economy. DG is 51.67% Black Owned and 31% Black Women Owned, earning it Level 1 Black Women Owned Company status – a designation that ensures maximum transformation benefits for all DG clients and business partners.

SIMPLE, EFFECTIVE SOLUTIONS THAT MAXIMISE CUSTOMER VALUE

The complex ICT environment has the potential to present a variety of risks for businesses. DG prides itself on its proven ability to design and deliver highly effective solutions that transform such IT risk into opportunities for sustainable business advantage. Our partnership approach ensures that we fully understand the business needs of our clients and deliver transparent, affordable and scalable solutions on time, on budget, and backed by our reputation for service and support.

THE DG OFFERING AT A GLANCE

DG prides itself on delivering holistic, highly integrated and tailored solutions. These are built around a reliable and trusted core offering comprising the following four main components:

1. Hardware, software and accessories

Our extensive network of globally trusted technology manufacturers and distributors means we are able to 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.
- **Software** – including Adobe; CommVault; Kace; Microsoft; Panda; Redhat; VMware, Veeam etc.

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 Cloud Services

DG's range of business-enabling cloud platform services offer superior service levels designed to keep business systems up and risks and costs down. Compared to typical on-premises hardware and software systems, our cost-effective cloud-based solutions offer exceptional scalability, immediate availability, superior performance and enhanced security.

- **Platform as a Service (PaaS)** - Provides a platform that allows customers to develop, run, and manage applications without complex infrastructure.
- **Infrastructure as a Service (IAAS)** - Virtualized computing resources, hosted through DG. Ensures security and storage resiliency and includes detailed billing, monitoring, log access, load balancing and clustering.
- **Software as a Service (SAAS)** - A software licensing and delivery model with applications for fundamental business technologies, such as email, sales management, CRM, financial management, etc.
- **Back Up as a Service (BAAS)** – Uses DG's own cloud, called Vault. Only consumed storage is billed, per gigabyte.

4. Specialised Asset Services

- **Centralised, secure warehousing** - DG has access to multiple locations and distribution centres, 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, in-house logistics, repairs and call centre support.
- **Logistics and reverse logistics** – Our logistics partners share our commitment to client satisfaction and our comprehensive reverse logistics service maximises value across the full IT lifecycle. This includes disposing of end-of-lifecycle items, managing returns, 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. Our integrated asset management services cover all aspects of stock control on behalf of our clients, including overseeing stock movement, accurate record-keeping, warranty and repair management, MIS reporting and environmentally sustainable disposal of stock at the end of its lifespan.
- **Procurement** - Our extensive network and strong industry partnerships allow us 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

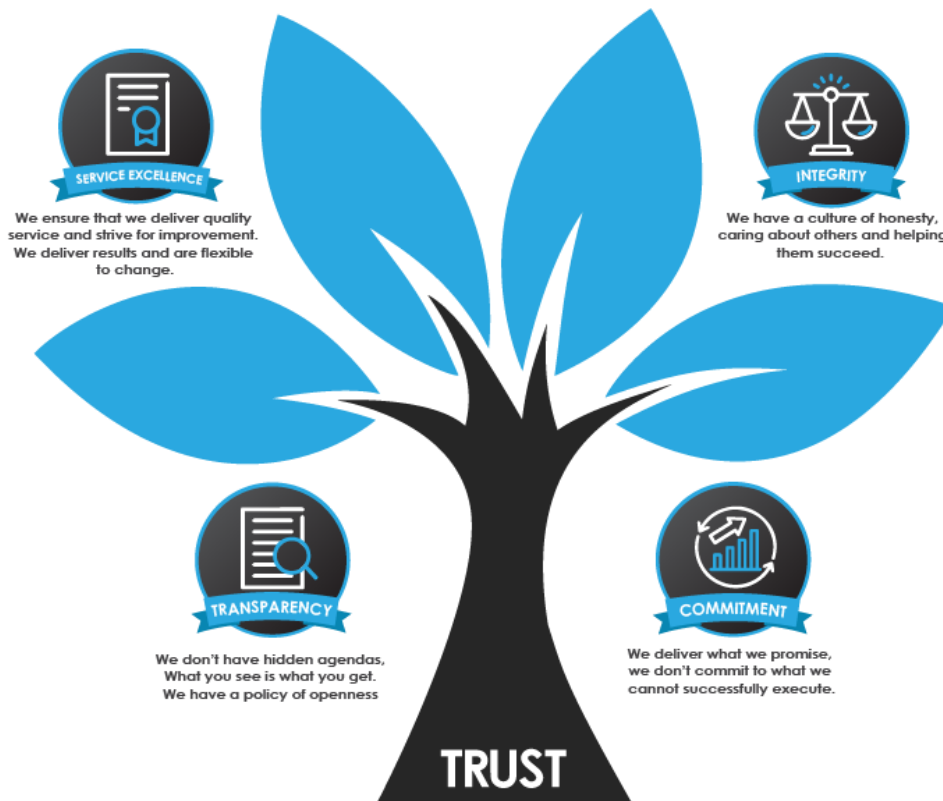
1. **We're serious about brand building customer service** – We know our service delivery directly impacts on the success of our clients. That's why a consistently exceptional customer experience is a non-negotiable part of our client relationships. Our service levels are considered to be amongst the highest in the market as audited by independent service assessment consultants. This commitment has earned us numerous accolades and, in 2017, saw us garner the coveted title of Dell Titanium Partner.
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 almost 200 global manufacturers and suppliers, including leading brands like Apple, Dell, HP, Lenovo, 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.
5. **We're part of a leading African ICT group** – As a company within the Solutions and Integrators division of Alvida Holdings, we enjoy the support and backing of a recognized African ICT leader and the infrastructure and reach to provide our solutions and services across the continent.

THE DG VALUE PROPOSITION



1. Our clients' success is our success.
2. We consistently deliver unparalleled value.
3. We understand the value of each client's brand and partner with them to build that brand.
4. We maintain the highest levels of service at all times.
5. By prioritizing an understanding of our clients' businesses, we make sure we always deliver the best solutions for their needs.
6. Our executive management team is always available to our clients.
7. We invest in our partnerships to ensure that they are sustainable and exceed expectations.

OUR VALUES



JOHANNESBURG

**Performance Centre
82 Morkels Close,
Capital Hill Commercial Estate,
Midrand, 1685**

CAPE TOWN

**Mutual Park,
Jan Smuts Drive,
Pinelands,
Cape Town, 7431**

www.dg.co.za