

# Company Profile



# *KhuSela olutions*

*Secure Your Investment in IT*



**21**  
YEARS

IN OPERATION

**3**  
OFFICES

NATIONAL REACH

**1**  
TEAM

SERVING YOU



## ABOUT US

Founded in 2003, with offices in Cape Town, Gauteng and Durban, we offer more than just a one-stop shop. We offer hardware, software and peripheral purchases, including leasing of all types IT equipment. We specialise in network design and implementation as well as securing of networks. No matter how big or small your organisation is, we can provide a suitable solution. With a team of creative and motivated individuals, with varied and overlapping talents, giving all our customers end to end solutions and the excellent after sales service that they expect and deserve. Our strength lies in our combined knowledge and teamwork, wrapped together to give an overall great offering of service excellence and customer satisfaction. We do this for the love of IT. Try us and experience better peace of mind, improved ROI and being able to grow the competitive advantage of technology. We focus on the IT for you, so that you may focus on the business.

## OUR SERVICES

### Services & Support:

- Financing/Leasing
- Security Services
- Support to Oil & Gas
- Cabling
- Cloud Computing
- Disaster Recovery
- Block of Time
- Remote Support

### Hardware & Software:

- Servers & Cloud Servers
- Networking
- Storage
- Audio Visual
- Personal Computing
- Software
- Proxmox

### Voice & Telephone System:

- End to end Voice Solutions



# FINANCE/ LEASING

Financing or leasing IT equipment is usually more advantageous to your business than buying equipment outright. Financed equipment can generate income for your business that far exceeds the cost of your monthly payment. Most businesses are looking to decrease capital outlay and leasing equipment allows capital budgets to be used for other business and operational purposes. Financing also enables you to stretch your budget to obtain additional equipment you couldn't have afforded otherwise because it's more feasible for most businesses to make a monthly payment than to make a large lump sum cash outlay. Technology changes and innovations develop rapidly. Chances are that the software and equipment you purchased two years ago are already outdated. Financing provides a hedge against equipment obsolescence through options to either purchase the equipment, trade it in for new equipment or return it outright at the end of the lease term. Financing equipment preserves your lines of credit and enables you to save your bank borrowing capacity. Hardware, software or services can be financed over a term suitable for your business.



# SUPPORT TO OIL & GAS

We offer a range of services to onshore and offshore with vast experience in the supply of hardware, software, cabling and support services. We can assist companies in improving operational efficiencies by providing next generation solutions via cloud or on premise. We adopted technologies to digitize your entire value chain. With thorough industry knowledge gained and technology expertise, we have delivered powerful real-time advanced analytics and decision support systems to several global clients. We have successfully completed projects in Ivory Coast, Mozambique, Tanzania, Ghana, Equatorial Guinea, Gabon and South Africa supplying IT support to the Oil and Gas industry.

# SECURITY SERVICES

We address our customers needs proactively, surrounding security requirements and vulnerabilities, malware, spam, direct attacks, worms, viruses, trojan horses, denial of service, inappropriate or illegal content, and many others. The protection of information is an area we excel at. Our approach provides your business with the protection necessary to continue building a successful business. We will provide Network Access Control, Firewalls, Security Policies, Spam filters, WAN and SDWAN optimization, VPN connectivity, Backup & Replication Disaster Recovery Solutions, Vulnerability Scanning, Filtering and many more





# CLOUD COMPUTING

There are three types of cloud models: Software-as-a-Service, Infrastructure-as-a-Service and Platform-as-a-Service. Each offers a different level of flexibility and control over the product that your business is 'buying'. Each also varies in its relationship to your existing IT infrastructure. Because of the wide variances between the three, it is important to determine which model will suit your business's needs the best.

## Software as a Service (SaaS)

The SaaS model allows your business to quickly access cloud-based web applications without committing to installing new infrastructure. The applications are available for use with a paid licensed subscription. SaaS does not require any installations or downloads in your existing infrastructure, which in turn eliminates the need to install, maintain, and update applications on each of your computers.

## Platform as a Service (PaaS)

With this model, a third-party vendor provides your business with a platform upon which your business can develop and run applications. Because the vendor is hosting the cloud infrastructure which supports the platform, PaaS eliminates your need to install in-house hardware or software. Your business would not manage or control the underlying cloud infrastructure, but you would maintain control over the deployed applications (unlike with SaaS).

## Infrastructure as a Service (IaaS)

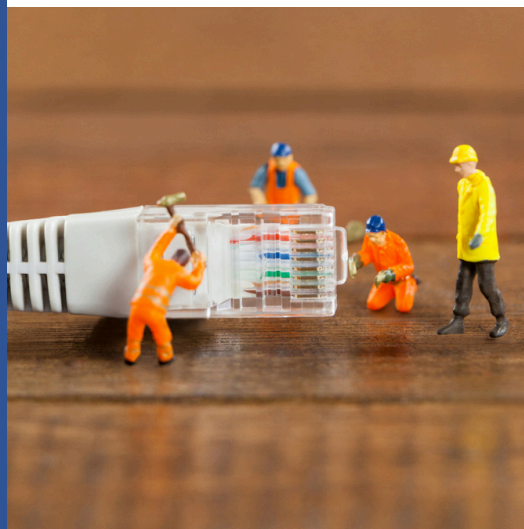
IaaS, as the most flexible of the cloud models, allows your business to have complete, scalable control over the management and customization of your infrastructure. In the IaaS model, the cloud provider hosts your infrastructure components that would traditionally be present in an on-site data center. Your business, however, would maintain control over operating systems, storage, deployed applications, and possibly limited control of select networking components.

Cloud-based models eliminate the need for in-house hardware, and in some cases, infrastructure. Whether it be the Software-as-a-Service, Platform-as-a-Service, or Infrastructure-as-a-Service model, cloud-based models can empower your business to work wherever you like, whenever you like!

# CABLING & WIFI

If you consider that a typical Ethernet infrastructure will be in place for many years, as well as that critical technologies such as voice/telephone (VoIP), High POE (Power over Ethernet) and video surveillance (IP-based video) are now a major part of the LAN/WAN network infrastructure, it's more critical than ever to select the right infrastructure partner from the start. As a building owner or business owner you should understand the value of installing a cabling infrastructure where all of the components are designed to work together. A reliable cabling infrastructure reduces your total cost of ownership over time and would allow you to add, change or modify your existing cabling infrastructure with ease. It should also ensure integration with any computer and telephone system to allow for maximum interchangeability, flexibility and upgrading.

We will install and test all Cat5E or Cat6E and Fiber infrastructure. You will always be guaranteed your cabling infrastructure will work to its specifications. We will design your cabling infrastructure for maximum efficiency, to installation thereof. We also offer the following cabling services: Indoor and Outdoor Cabling, Aerial and Underground Cabling, Rack and Cabinet Design and Installation, Installation and Testing, Documentation and Labelling, Equipment Installation, Wi-Fi design and installations, Wireless Security, Corporate Access & Guest Networks, Access Points & Antennas and Testing & Ongoing Support.



# DISASTER RECOVERY

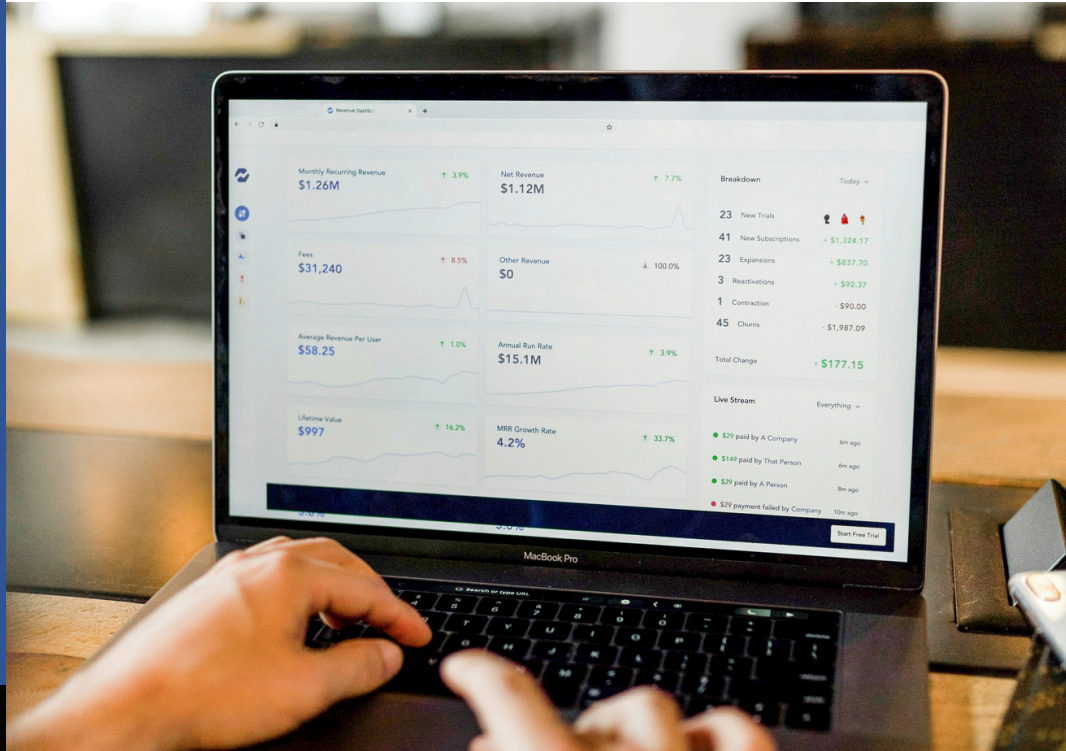
The most important phase of your disaster recovery plan should be to prioritize the important applications and systems that are critical to your business functioning during disaster. Ensure that you have a backup at all times across different platforms is a good security strategy. Cloud disaster recovery techniques could save you significant costs and Khusela will be able to find you the right cloud or hosted disaster recovery solution. We run our own secure Data Centre and we offer Disaster Recovery as a Service (DRaaS) and we can host Disaster recovery equipment within our data centre. We usually operate our (DRaaS) or your physical servers by replicating your live environment to one or more of our Data Center facilities, we can do this as often as you require. This means that in the event your local office can't be used, we can get your entire IT environment fully operational from our secure Data Center, allowing your staff to access their applications and data via a cloud solution or move your physical equipment to another site. When you use Khusela (DRaaS) solutions which is not only very effective in terms of the time to recovery it also allows you to be very flexible with your planning in terms of resources. Staff can work from any internet connected PC via one of our VPN solutions. So you may choose to opt for a dedicated Disaster Recovery room, or you may choose simply to send everyone home to work for the duration of any type of disaster or service interruption.

# REMOTE SUPPORT

We offer remote support. By purchasing a support voucher via our online shop, and logging a call on the contacts page, a remote support engineer will assist with the support request. When customers experience technical issues, they will be directed to a support engineer best suited to handle the query. Whether it be ERP, Accounting Software or Microsoft Application support. We have the skill base to tackle any and all remote IT support needs.

# ACCOUNTING SYSTEMS

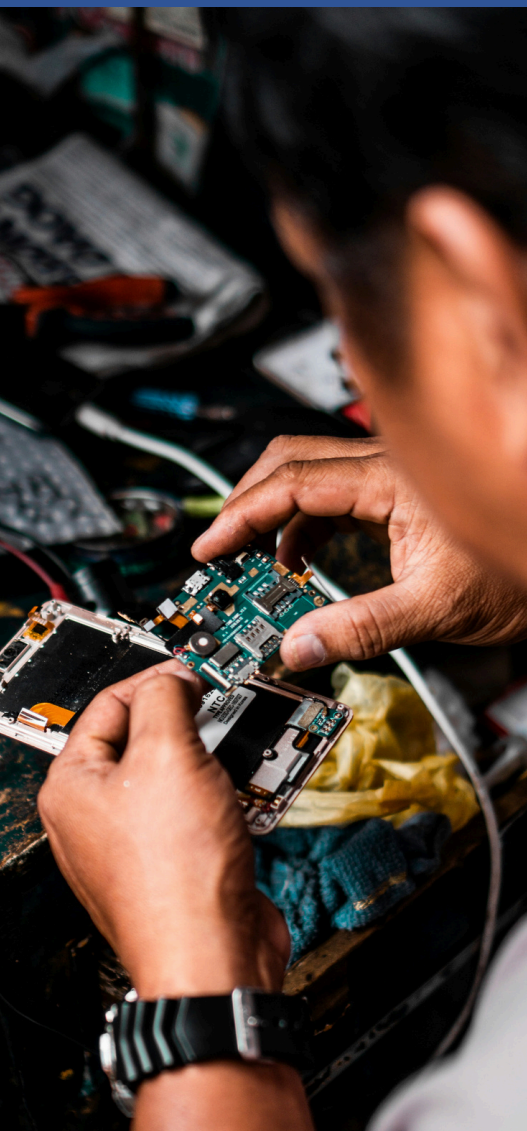
We provide infrastructure and technical support to all types of accounting and ERP systems.



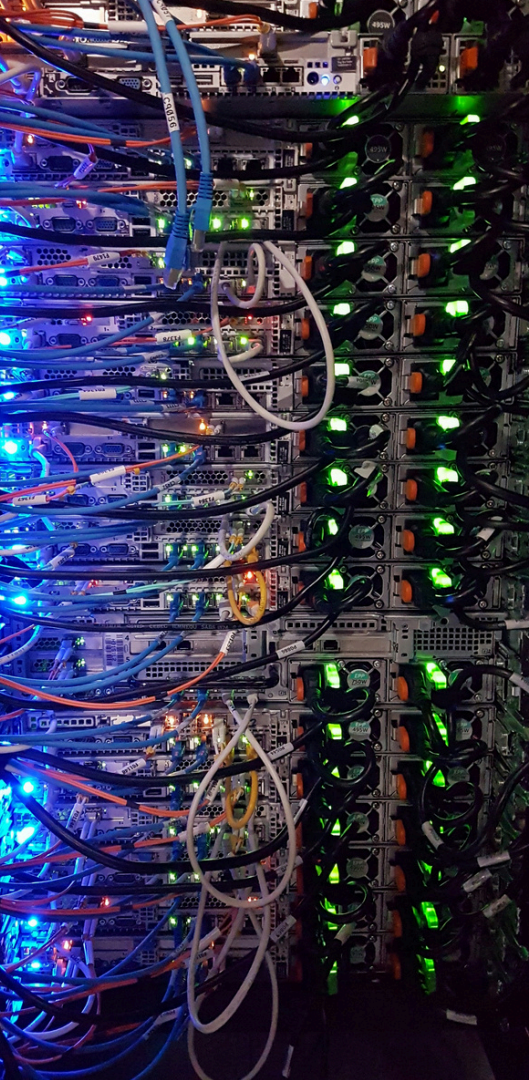
# BLOCK OF TIME BILLING

Unlike typical support contracts, Block Of Time can be applied toward a wide variety of services over an unspecified period of time. There is no "use it or lose it" deadline, nor are there any terms that limit its use to certain types of services or products. All of the services provided by Khusela Solutions can be billed against the Block Of Time including remote support. If more time is needed than was initially contracted for, an additional Block Of Time can be purchased at the same discounted rate.

Response Level	Maximum Response Time	Hourly Billing Ratio
Standard	Regular Scheduled Appointment	1:1 (1 hour deducted per hour used)
Urgent	Within 4 Business Hours	1:5:1 (1.5 hours deducted per hour used)
Emergency	Within 2 Business Hours	2:1 (2 hours deducted per hour used)







# STORAGE

As the volume of data increases, storing it securely and cost-effectively has become mission-critical for businesses of every size. We offer the below storage solutions.

## **Network Attached Storage (NAS):**

Network attached storage device, NAS is an appliance that is built with hardware and software specialized for storage. NAS is the most cost-effective option for small companies to set up and manage their data storage requirements. NAS can be a good option for a backup repository, data archival options as well as video surveillance capture.

## **Storage Area Network (SAN):**

A storage area network (SAN) solution connects an array of hard drives to a server and delivers data in small blocks instead of entire files, which makes it a good choice for companies with heavy email or database users. However, SAN solutions are a little more expensive and to manage than NAS devices. SSD drives and connectivity options are available to design the right storage solution for your business need.

## **Virtual Storage:**

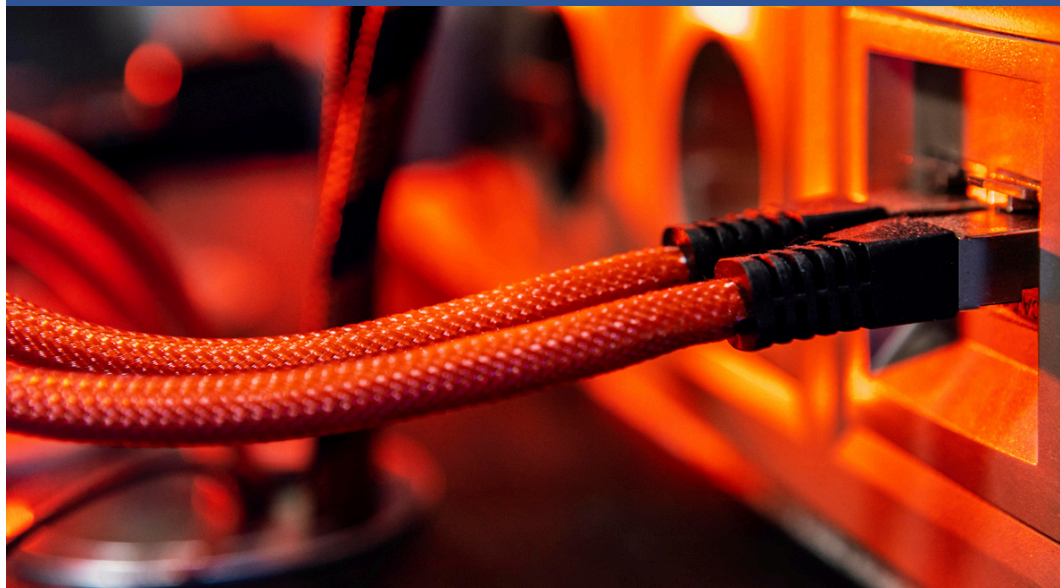
This option is good for growing companies that have multiple on-site servers, including NAS devices. Virtualized storage lets you combine multiple storage devices into a single, virtual storage resource. By assigning storage to users no matter where it's located on the network, you can optimize server capacity and performance.

## **Cloud:**

System crashes, viruses, natural disasters, hardware theft—any of these could result in damaging data. Cloud backup, the practice of making copies over the Internet for safekeeping, is the latest hot option for data protection. Cloud storage relieves you of the decision-making process and expense of buying hardware or choosing a physical off-site location. It's a good solution for customer information, financial information, or any other business-critical data that requires absolute protection. You can also combine NAS and cloud backup for more comprehensive data protection.

# SERVICES & CLOUD SERVERS

With Khusela, you are guaranteed our full range of expertise regarding physical or virtual server solutions. All our servers use next-generation components. We offer leading brands such as Dell, HP, SuperMicro, and Lenovo and more of highly-efficient dedicated servers, adapted to the most demanding needs of any type of company. If you require Windows, Linux, Database, Web or Virtual server, we can customise your server to suit your projects. We also offer cloud servers for business hosting demands, and are proud to partner with Microsoft to build the backbone of your enterprise cloud servers.



# NETWORKING

We provide a fully-flexible range of network hardware from enterprise vendors like Cisco, HP Aruba, Brocade and Palo Alto. We ensure that data flows unhindered throughout your organization network, maintaining the highest levels of availability and security throughout. If you require a Firewall, LAN (Local Area Network), WAN (Wide Area Network), SDWAN (Software Defined Wide Area Network), VPN (Virtual Private Networks) or Wireless components our networking team are available to assist and design your secure network requirements.

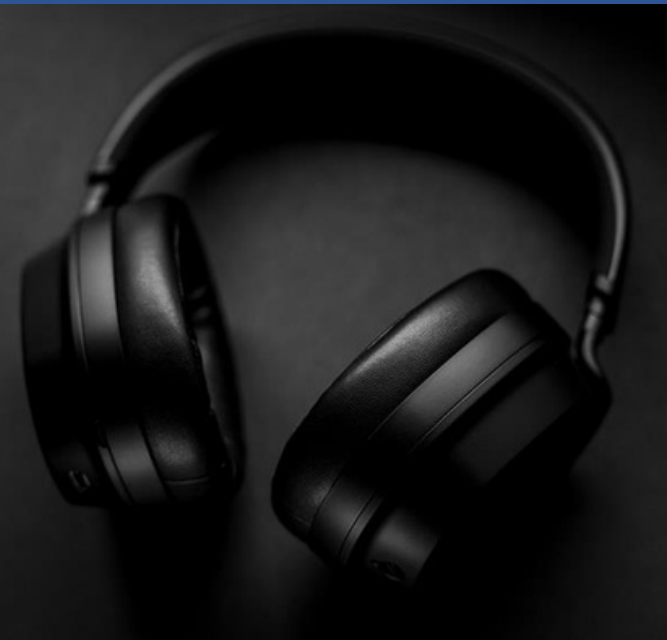
# AUDIO VISUAL

We have expertise in the audio visual space. We can design, install and support cost effective Video Conferencing solutions. We also provide consultancy, design, implementation and service solutions to facilitate smart room solutions for any organization, whether training centers boardrooms or conference centers. We take pride in helping customers become more efficient through innovative and dynamic use of technology where you do not need to be involved in the technical details. You provide the requirements, and we take care of the rest so that you don't have to.



## SOFTWARE

Our engineers are specialists their fields, and are involved in ongoing training in Microsoft, VMWare and Linux products as well as support thereof. We offer support contracts on maintenance of software, Anti-Virus Packages, Asset and Document Management Software and Virtualization. All users do experience operating system errors or failures at some point or the other and we facilitates resolution to all these kinds of PC and application issues. We strive to deliver the best possible levels of service and to ensure your businesss-critical systems experience little to no downtime Our team of experts possessing a comprehensive experience in handling the basic set up as well as installation of many varied types of software packages and support thereof.



## PROXMOX

Proxmox offers Virtualization and Containers where you can manage virtual machines (VMs) and containers effortlessly. Proxmox VE provides a fully-featured, built-in web client for management. The web interface allows you to handle software-defined storage, networking, and more. Whether you're running a web server, hosting media, or experimenting with different OSes, Proxmox has you covered. Proxmox VE can run on CPUs that do not support virtualization this flexibility is crucial for repurposing old hardware.

## PERSONAL COMPUTING

We offer Installation and support on all brands of desktops, workstations, notebooks and tablet PC's, this is part of our day to day service to our current clients. We offer personal computing services such as Operating System Reinstallation, Memory Upgrades System Optimization, Hard Drive Upgrades, Data Back-up, Recovery, Security We also facilitate the ability to Print from Anywhere and any Device, Personal Firewall Protection, VPN and Connect From Anywhere, Device Maintenance, Wireless Coverage and Connections, Hard Drive Replacements, Laptop Screen Replacement, Virus / Spyware Removal, Remote Support, Laptop Keyboard Replacement, PC Maintenance, Desktop Virtualization.



# VOICE & TELEPHONE SYSTEMS

We provide end-to-end voice solutions for all businesses. From deployment to post-implementation support, we'll help you modernize your phone system and unify communications. With our integrated hosted VoIP phone service solutions we bring all of the features you would expect. In today's complex technology world you need a partner to help you understand and make the best telecommunication decisions. You need the systems and services to manage this information flow. Stay connected to your customers, manage your business and insure flawless communications within your organization, while we maximize your investment with pricing and product versatility.



## BEE STATUS & CSD REGISTRATION

BEE LEVEL	REGISTERED WITH
<ul style="list-style-type: none"><li>• Khusela Solutions has a Level 1 BEE Status</li></ul>	<ul style="list-style-type: none"><li>• WSEB</li><li>• CSD</li><li>• COCT</li></ul>
CSD REG. NUMBER	COMPANY REG. NUMBER
<ul style="list-style-type: none"><li>• MAAA0045172</li></ul>	<ul style="list-style-type: none"><li>• 2003/001907/07</li></ul>





# NETWORK SECURITY

Network security is one of the most critical part of your network that most clients ignore. Khusela Solutions have implemented Cisco Identity Services Engine (ISE) as your one-stop solution to streamline security policy management and reduce operating costs. With ISE, you can see users and devices controlling access across wired, wireless, and VPN connections to the corporate network. Cisco ISE allows you to provide highly secure network access to users and devices. It helps you gain visibility into what is happening in your network, such as who is connected, which applications are installed and running, and much more. It also shares vital contextual data, such as user and device identities, threats, and vulnerabilities with integrated solutions from Cisco technology partners, so you can identify, contain, and remediate threats faster. Cisco ISE offers a holistic approach to network access security. You gain many advantages when ISE is deployed, including:



**Highly secure business and context-based access** based on your company policies. ISE works with network devices to create an all-encompassing contextual identity with attributes such as user, time, location, threat, vulnerability, and access type. This identity can be used to enforce a highly secure access policy that matches the identity's business role. IT administrators can apply precise controls over who, what, when, where, and how endpoints are allowed on the network. ISE uses multiple mechanisms to enforce policy, including Cisco Trustsec software-defined segmentation.

**Streamlined network visibility** through a simple, flexible, and highly consumable interface. ISE stores a detailed attribute history of all the endpoints that connect to the network as well as users (including types such as guest, employee, and contractors) on the network, all the way down to endpoint application details and firewall status.

**Extensive policy enforcement** that defines easy, flexible access rules that meet your ever-changing business requirements. All controlled from a central location that distributes enforcement across the entire network and security infrastructure. IT administrators can centrally define a policy that differentiates guests from registered users and devices. Regardless of their location, users and endpoints are allowed access based on role and policy. Cisco TrustSec Security Group Tags (SGT) allow organizations to base access control on business rules and not IP addresses or network hierarchy. These SGTs give users and endpoints access, on a least privilege policy, that is constantly maintained as resources move across domains. Managing switch, router, and firewall rules becomes easier.

**Robust guest experiences** that provide multiple levels of access to your network. You can provide guest access through a coffee-shop-type hotspot access, self-service registered access, or sponsored access. ISE provides you with the ability to highly customize various guest portals through an on-box or cloud-delivered portal editor that provides dynamic visual tools. You can see real-time previews of the portal screen and the experience a guest would have connecting to the network.

**Self-service device onboarding** for the enterprise's Bring-Your-Own-Device (BYOD) or guest policies. Users can manage devices according to the business policies defined by IT administrators. The IT staff will have the automated device provisioning, profiling, and posturing needed to comply with security policies. At the same time, employees can get their devices onto the network without requiring IT assistance.



# Contact Us



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