



Fourth industrial revolution technologies

# Company profile

Helping customers navigate the challenges and opportunities of the Fourth Industrial Revolution

MARCH 2020

# FIRTECH at a glance



headquarters

johannesburg



BBB-EE

LEVEL 1

## OUR PURPOSE

To help customers **navigate the challenges** and **leverage the opportunities** of the Fourth Industrial Revolution

## Value proposition

We approach every engagement with your business objectives in mind and are not polarized by specific technology offerings. Quite simply, our objective is to help your business reach its full potential through the **use of measured and appropriate technology.**

# FIRTECH at a glance

## OUR A.B.C. VALUES



headquarters

johannesburg



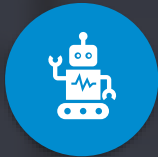
BBB-EE

LEVEL 1

- A. To be ethical, honest, transparent and sincere in **ALL** that we do
- B. To live the philosophy of “always in **BETA**”
- C. To be **COURAGEOUS** in all we do

# Our services

We will help you drive and manage your own digital transformation



## ROBOTIC PROCESS AUTOMATION

Automation of your back-office and front office:

- Finance, Procurement, IT
- HR, Internal Audit
- Sales, Customer Experience



## Big, fast & streaming analytics

Realtime Customer journey mgmt. for Banking, Insurance, Retail, Loyalty Programmes & Telcos.

- Customer Retention
- Customer Service
- Customer Experience



## Enterprise digitalisation

Digital business solutions built on the DNA of modern business

- Intelligent ERP
- Enterprise Analytics
- Digital Business
- Productivity Apps



## 4ir Skills development

Creating tomorrow's leaders and entrepreneurs in the fields of:

- Robotics, Artificial Intelligence
- Software Development
- 3D Printing, Drone Piloting
- Data Science, Cloud Computing



# Why work with us?

Your technology partner of choice



We deliver quality

In the Golden Triangle of Speed, Cost and Quality, our focus is always on delivering a quality product – right first time



**WE'RE PROFESSIONALS**

No matter the size of the project or the stature of the Customer, we are consummate professionals in ALL engagements



We deliver results fast

In a VUCA world, time to value is of utmost importance. Our approach is to create minimal viable products (MVP) that return immediate value



**WE'RE CUSTOMER CENTRIC**

Our aim is to create customer loyalty and not customer satisfaction



**WE'RE HIGHLY INNOVATIVE**

We have a solid track record of creating value added packages based on foundational OEM technologies





# Robotic process automation

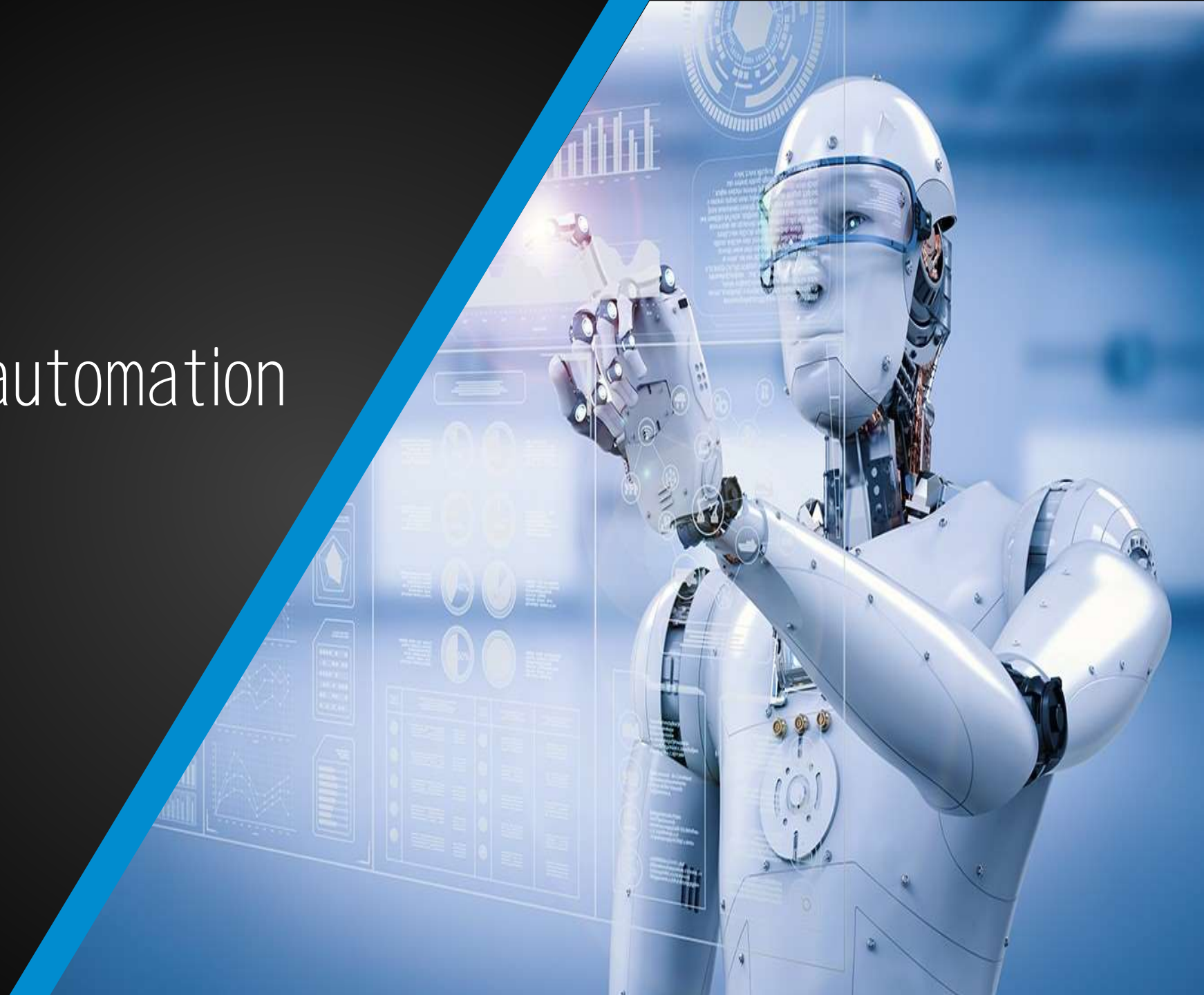
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What is RPA?

Why use rpa?

When to use rpa?

Benefits of rpa?



# What is Robotic process automation (RPA)?



Automation that interacts with a computer-centric process with a software User Interface providing support

Robotic automation uses a computer (a.k.a. robot) to run application software in the exact same way that a person works with that software

**RPA**

RPA configures software that will automate the activities or tasks previously performed by humans

RPA aims to **replace** repetitive tasks performed by humans, with a **virtual workforce**. Humans then make judgmental calls, handle exceptions and provide oversight

# What does it do?





# How can rpa help you?



**RAPID ROI**



**ENHANCED PROCESSES**



**BETTER CUSTOMER  
EXPERIENCE**



**ELIMINATE REPEAT  
WORK**



**IMPROVED SERVICE  
DELIVERY**



**ENHANCED ABILITY TO  
MANAGE**



**COST REDUCTION**



**NON-INVASIVE  
TECHNOLOGY**



**INCREASED  
COMPLIANCE**



**SCALABILITY AND  
FLEXIBILITY**



**INSIGHTS AND  
ANALYTICS**

# Business use cases

Common internal processes that meet automation criteria

## HR

### IT Services

#### Employee services

- Travel expense processing
- Contractual amendments
- Employment proof issuing
- Long-term and medical leave ac

## Supply chain

### Finance and accounting

#### Customer management

- Customer inquiries
- Order management
- Customer account setup
- Document processing
- Duplicate system entry

# benefits of an automation first mindset

More time to think and be creative



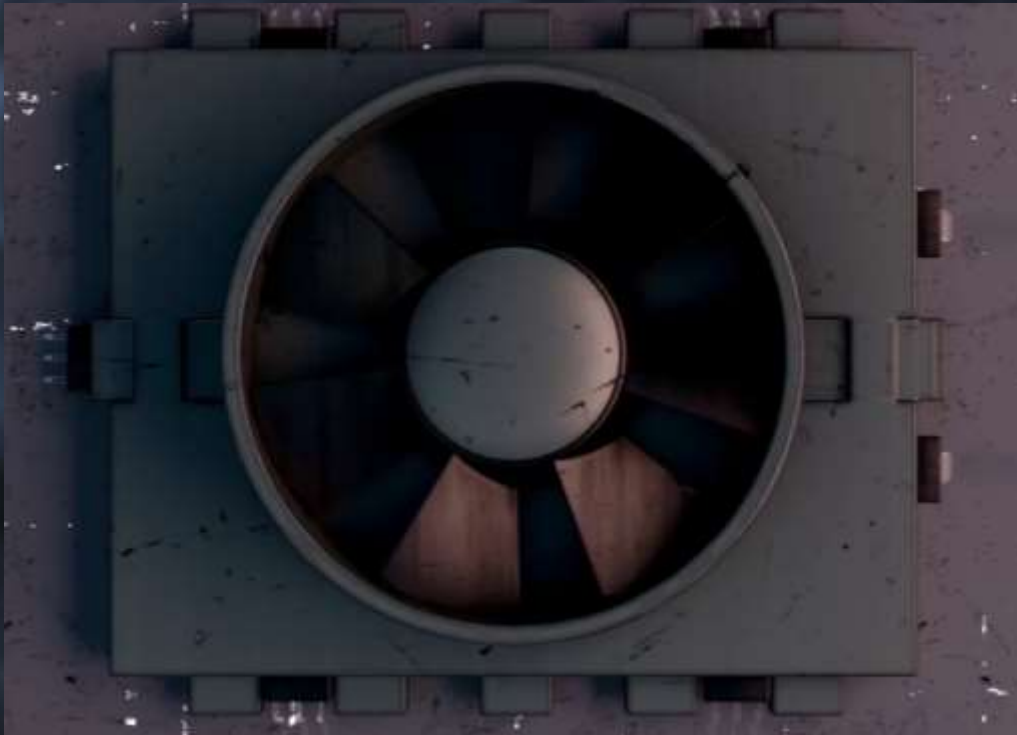
Improved Productivity  
[higher utilisation] &  
greater insights

Cost savings through  
improved accuracy  
and compliance

More time for value  
Added functions like  
innovation

# Our Products

In addition to our custom DevOps, Cloud Engineering and RPA services, we also have a range of templates and software products to accelerate your time to value.



## Audomate

Automate your internal audit and process control environment with AutoMate



## Curriculum Veritas

Automated Social Media and Digital Footprint screening bot



## Business Continuity Suite

A suite of Robots designed to automate back-office, supply-chain through to sales



## Real time analytics starter Pack

A starter template on the real time engine to get your customer churn or fraud detection and prevention initiative up and running in no time



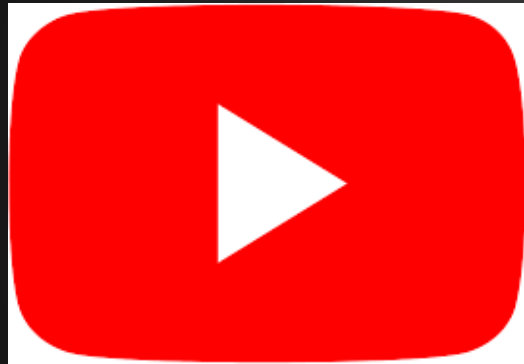
## Access Control and E-POD Automation

Automate supplier access to your site and electronic Proof Of Delivery



# OUR YOUTUBE CHANNEL

PREVIEW OUR PRODUCTS AND CAPABILITIES



<https://www.youtube.com/channel/UCdfi0UNd751Tb5JxsazWJWQ>

# Business Continuity Suite

Robots designed to automate back-office, supply-chain through to sales



**Business Continuity Suite**

vaccinate your back-office



[Link to Video](#)

# AUDOMATE

Automate internal controls and audit



[Link to Video](#)

# Curriculum Veritas

Social Media and digital footprint screening bot



## Curriculum Veritas

Candidate Screening Bot



[Link to Video](#)



# Real-time analytics Starter Pack

get your churn or fraud prevention initiative up and running in no time



evdam<sup>®</sup>  
event & action manager



[Link to Video](#)

# ACCESS Control And e-POD

Automate supplier access to your site and electronic Proof Of Delivery



**ACCESS CONTROL AND DELIVERY BOOKING SYSTEM**



[Link to Video](#)

# A team that delivers

Every time



We meet our deadlines

“Goals are dreams with deadlines”



With you every step of the way

“You don’t earn loyalty in a day. You earn loyalty day-by-day”



**“CREATIVITY” IS OUR MIDDLE NAME**

“Creativity creates culture. Culture shapes values. Values determine the future”

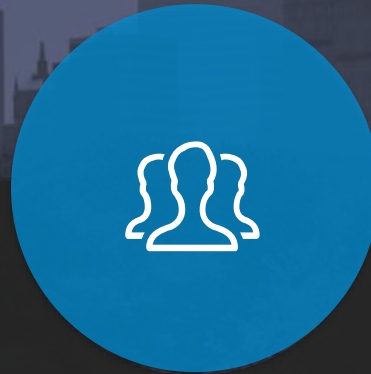
# Our ICE advantage

customer loyalty recipe



## innovative

Our purpose is to create innovative solutions that address tomorrow's problems, that is defined by simplicity and clarity in purpose



## collaborative

Our collaborative approach with Customers and Partners is premised on the belief that "the whole is greater than the sum of its parts"



## EFFECTIVE execution

Our adage of "Goals are dreams with deadlines" keeps us focused on delivering sustainable Customer value in the shortest possible time



# Our client list

Where we have previously deployed Solutions



AngloAmerican





# Contact us |



CONTACT  
M: +27 73 335 0997



Visit  
[www.firtech.co.za](http://www.firtech.co.za)

