



**MiZU**  
Innovations

**COMPANY PROFILE**

**ORACLE®**



**CITRIX**  
XenDesktop





## BACKGROUND

Mizu Innovations (PTY) Ltd was established in 2017. It's a Black-Male Owned Small-Medium-Enterprise that was formed or created to bring in ***diversity, transformation*** and ***integration*** of Technological Platforms to our customers. We specialize in Information and Communication Technology. We offer dynamic services and specialized support. We are committed to provide comprehensive solutions and services to businesses across board within both the private and public sector.

World of technology is changing every second, we need to keep up with the changes. Currently there is an introduction for the new technology called Internet Of Things (IOT). A need for speed, agility and secured data storage through the cloud are the newer benefits that come with new inventions like the cloud computing. ICT has been made easier by connecting computers with gadgets through real time enabled mobile applications for business transactions. Mizu Innovations (PTY) Ltd intends to fill the gap in the ICT industry by providing world-class services to its customers through the improved technologies to be delivered by highly skilled resources. We are committed to helping stakeholders and clients understand the need for change through continuous engagements.

Through digital transformation, we reach out to businesses to evolve with the technology by stimulating economic participation and cut costs.

Mizu Innovations is located in Pretoria, South Africa and we have a 100% Black Economic Empowerment profile. Mizu Innovations (PTY) Ltd is a fast growing SME in the Information Technology industry. We are a certified SAP Partner, through SAP Partner Edge Build

initiative. As a SAP Partner we bring new SAP technology to our customers through supporting, implementing and servicing of SAP products. We also engage our customers in new technologies that SAP brings, that can cut costs or introduce better and safer environment for our customers to market their products and services.

Mizu Innovations (PTY) Ltd is currently providing support services to one of our big customers Britehouse through consulting services.

We are offering SAP consulting services in the following areas;

- Training
- Configuration
- Business Process Mapping
- End-user Support,
- Project Management
- Change Management
- System Analysis
- Business Analysis
- System Upgrades

Mizu Innovations currently partners with the best leading ICT companies that strives to deliver the best:

- ORACLE
- MICROSOFT
- SAP
- HP

## 1. VALUES, BENEFITS AND THE FUTURE

### a. Vision Statement

- Building a world class IT servicing company in South Africa

### b. Mission Statement

- To provide world class business solutions for our customers
- To build reputable relationship with our customers
- To enhance our customer's technology into the world class technology
- Building long-term relationships with our customers, by offering them good investments to match their value for money
- Become a supplier of choice to our customers.

**c. Our Core Business Values – *To be the best place to work***

- Accountability
- Transformation
- Team Orientation
- Results Driven
- Strong Work Ethics
- Reliability and Integrity
- Innovation and Continuous Improvement
- Direct, Open and Honest Communication

**d. Benefits**

- You enjoy the freedom to focus on what you do best while we take care of your Information Technology
- We give cost effective access to the best IT expertise and the latest technologies
- We give 24-hour support on/off site support
- We give you the flexibility to adapt your business IT infrastructure to meet your business requirements

- You enjoy competitiveness in the industry with the latest technologies

**e. Future Focused**

At Mizu Innovations, our line of business strives to deliver quality IT services to enable our clients realize the value on their investments. We are moving with technology to provide the most advanced services being offered on the market by embracing the digital transformation and the Internet of Things - IoT. Mizu Innovations works together with Britehouse (a firm among the SA's Big Four) in delivering excellent and satisfactory services to the most prominent clients in the Republic of South Africa. We intend to fulfill our mission by 2020 to be the most integrated and diversified IT service provider with a reputable image through excellence in service delivery. Our roadmap focuses on partnering with internationally renowned IT service providers looking at how the South African IT industry is booming by day. Mizu Innovations is an equal employer; empowers women and enhances their skills at all levels.

## 2. OUR SERVICES

*The list for services offered at Mizu Innovations are as follows but not limited to application development & maintenance, ERP Implementation & Consulting, Recruitment, Testing, Training Content Development, Change Management, Data Analytics, Performance Engineering, Software Localization & Globalization, IT infrastructures, BPO, IT Education & Training, etc.*



### **a. Consulting Services**

Mizu Innovations (PTY) Ltd offers consulting services in software solution projects, advisory, implementations and support. We have specialists in all the software that we offer. At Mizu Innovations, we map our projects through an end-to-end project lifecycle model. Our projects go through the following phases;

- i. Project Preparation
- ii. Business Blueprint
- iii. Realization
- iv. Final Preparation
- v. Go Live
- vi. Post Production Support

Moving with technology, Mizu Innovations has a team of highly skilled S4 HANA, Central Finance, Simple Finance & Simple Logistics Resources

### **b. Training Content Development**



When we do implementations or consult as a sub-contractor on an implementation project, we develop training manuals using the latest SAP training manual development software (WPP) or any other training tool the customer might want to use. This conforms to full cycle project information, and training manuals are part of deliverables that fall under Execution phase of the project implementation.

**c. Recruitment Services**

At Mizu Innovations we offer the best job placements for a diverse range of skilled resources, both locally and internationally. We have our well-versed in-house recruitment team and in some circumstances we gather the best resources that we take through some background and skills screening before our clients interview them. In terms of SAP we hire resources with almost all K-Rate levels as well as both Functional and Technical Resources. We are an equal employer. We select our resources based on merit.

**d. Training Services**

During the software implementation, after the training content has been developed, we train business (customer) on the new or upgraded process in the system. Mostly the stakeholders that are involved in training are classified as;

- Super-User
- End-User

On the other hand, at Mizu Innovations we offer training in a wide range of IT products and software i.e **SAP, ORACLE, CISCO, SAGE, and MICROSOFT**. The training is offered through a completion of various courses and in the end candidates are awarded certificates complementing the successful completion of the course.

**e. Change Management**

When a new solution is implemented the business has to be softly and nicely jelled up into the new system to be implemented. Through our change management systems we help the project management and business work together in ensuring the successful project implementation and hand-over.

**f. Support Services**

We offer world-class support services delivered by knowledgeable and skilled consultants. Our support services are both remote and onsite basis. We do have service desk and support software tools that help us to be able to swiftly keep in touch with our clients and attend to all support issues (incidents, requests etc) in real time. At Mizu Innovations we classify our support services in three main distinct categories namely;

- **Hand-Holding Support** – This is the type of support services that we offer in the first 3-4 weeks after successfully implementing a full cycle project. This is strictly prior to the Go-Live Support and falls under the “**Go Live & Support**” phases of our project lifecycle.
- **Post Go-Live Support** – This is the continuous support service that we offer on either short term or long-term basis depending on the client need for continuous business. At Moshapalo we have a dedicated team that form a Centre of Excellence – CoE devoted to provide support to all our clients at any given point of time.
- **Upgrade and Migrate Support Services** – With the new technologies on the market, at Moshapalo we have a team dedicated for all upgrade and migration needs for our clients. At Moshapalo we are up to speed with upgrades and migrations in **SAP S4 HANA, Simple Finance, Central Finance, Simple Logistics, IFRS 16**; the list is not exhaustive.

In a nutshell at Moshapalo we have vibrant teams in both technical and functional aspects of project implementation and support. We offer 24-hr support services at a glance.

#### **g. Data Analytics**

At Mizu Innovations we offer world-class business analytics services for a wide range of ERPs i.e SAP, ORACLE, SAGE. These services are offered either as part of ERP project implementations or independent Decision Support Systems - DSS. Business Warehouse (BW), Business Intelligence (BI) and Business Objects (BobJ) are part of the tools offered by Mizu Innovations for all Data analysis projects. All these tools conform to the highest and new technology platforms currently being offered on the market. These technologies are part of the Internet of Things – IoT package. Sophisticated dashboards are designed

to pull all data from the ERP solutions and bring them together in one place in form of well articulated reports to help decision makers have a look and feel interface.

#### **h. Testing Management**

Except for the testing that's done as part of our full cycle/end-to-end system implementations, at Mizu Innovations we also offer independent Testing services. We engage with business owners to come up with the testing strategies using our in-house tools and resources. Through our testing services, we also have a team dedicated for Quality Assurance – QA. All tests results are captured on our licensed Quality Centre tools that have unique reporting features.

### **3. ACCELERATED SHORT-TERM ACCOMPLISHMENTS**

At Mizu Innovations we believe in growth and excellence, stipulated below are our accelerated accomplishments in line with the improved technologies. In general, they show our interest in glooming our company to be at par with most developed era of technology;



**Open Innovation** - Open innovation showcases our constant pursuit for new business innovations in order to construct continued, rapidly growing technologies and business models.

**Excellent Operations Management** - With our years of experience in management, we have built up continuously improving operating management systems and processes, such as a customer-oriented organizational structure, target-oriented strategy implementation systems and business processes in the pursuit of excellence. They also include customer management systems for creating increasing value, large-scale and distributed development and delivery

systems, reuse-oriented knowledge asset management, as well as win-win partnerships. By doing so, we continuously deliver optimized service quality to meet customers' needs and grow together with them for a sustainable tomorrow.



#### **HR Development – Mizu**

Innovations has created and maintains a professional team full of passion, intelligence and teamwork with great attention to clients in order to support the rapid development of clients and our business through the implementation of various human resource strategies.

## **4. CLOSURE**

Mizu Innovations is a solution you have been waiting for all the time. Get hold of us to get rid of all the unfriendly issues in your current system and give you the best user friendly technological environment.

## **5. BANKING DETAILS**

Account Type: Business Account

Account Holder: Mizu Innovations

Account Number: 62760282584

Branch Code: 250205 | Branch Name: Carlton Centre 049 | Swift Code: FIRZAJJ



***We are here for you.***

