



# WORKSPACE COMMUNICATION SERVICES

**PROFILE** | LEADING SOUTHERN AFRICAN ICT COMPANY PROVIDING BEST OF BREED ICT SERVICES TO OUR CLIENTS.

# ABOUT US

## Communication

**Workspace Services** is a 100% Black Owned (Level 1 BBBEE Contributor) Information Communication Technology company that provides a broad range of ICT solution to Large, Public and Small Enterprises.



## OUR CORE SERVICES:



1. Mobility and Instant Communication



2. Customer and Employee Messaging



3. ISP and Cloud Services



4. Unified Communications and Collaboration



5. Cyber Security



6. Software, Licencing, Hardware and Devices

# OUR STRATEGY AND VISION

## ■ Vision and Mission Statement

To be the leading Southern Africa ICT company providing best of breed ICT services to our clients. To be a change agent to transform our clients business and economic transformation within the ICT sector.

## ■ Values

- \*Customer Centricity
- \*Integrity
- \*Commitment
- \*Excellence

## ■ Our Promise

- \*Offer a broad product value proposition supported and backed by leading OEM and Service Provider Partners
- \*Offer a differentiated governance and relationship management capability that understands our clients business and can offer tailored solutions and services to meet these
- \*Provide cost effective and commercially sound services

## OUR CORE SERVICES:



# 1. Mobility and Instant Communication:

Whether you are looking for a standard mobile voice and data communication, or to mobilise your field services workforce with mobile communication that includes customised business applications; Workspace Communication Services is here to source the best solution to meet your specific requirements. Our mobility services portfolio consists of:



## 1.1. Standard Mobile Voice & Data:

- SIM only option
- SIM plus Device Option

## 1.2. Wireless Broadband

- Choose from our wide range of LTE bandwidth price plans to meet your business requirements
- Use Fixed LTE as your primary or failover connection
- Connect your remote sites with our easy to deploy broadband technology

## 1.3. Access Point Name (APN)

- Enables your employees to access the company intranet remotely through a mobile connection.
- A private APN ensures a more secure connection, ability to monitor and control to access to your company data and apply firewall policies.

## 1.4. Push-to-Talk (A 2-way radio-type service)

- Make one-on-one and or large group calls with the push of a button
- Use your existing smartphone, or select from our latest wide range of smartphones, rugged devices (i.e. CAT, Cross Call) and custom-built PTT devices

## OUR CORE SERVICES:



## 2. Customer and Employee Messaging

Organizations are constantly in need of ways to cost effectively engage their customers and employees. Whether it is outbound marketing campaigns, awareness, training or delivering consistent messaging throughout a stakeholder base, Workspace Communications Services offers a full suite of interactive messaging platforms for your organization.



### 2.1. Bulk SMS Messaging Platform(s)

- Use our bulk messaging platform to communicate with your customers or employees.
- Use the platform to disseminate information to thousands or millions of consumers.
- Easy to deploy solution using your computer, we enable you to send bulk web-based and or e-mail to SMS to your target market.

### 2.2. Unstructured Supplementary Service Data (USSD)

- USSD is Global System for Mobile (GSM) communication technology that is used to send text between a mobile phone and an application program in the network.
- USSD applications are accessed by user request and make use of short codes or text strings to trigger certain services in a session-based communication.
- USSD codes perform a function, request a snippet of information; i.e.( \*120\*111# for balance enquiry) or lead the user into a series textual menus which are navigated through the corresponding menu numbers.
- The service offers a number of benefits: such as low-cost communication, fast and responsive engagement and allows for non-smart phone users to be engaged digitally.

### 2.2. Reverse Bill URL

- Reverse Bill URL offers your website's visitors access to your platform without using their data
- Data usage charge is reverse billed to a corporate
- Increased website traffic: your customers can access your online content, apps/services without using their own data

### 2.3. WhatsApp For Business



## OUR CORE SERVICES:



### 3. ISP and Cloud Services

The power of the internet to connect businesses, governments, and communities ensures its relevance to the modern economy. From wireless and fixed connectivity, to cloud and data centre hosting and internet breakout services, Workspace Communication Services offers a full bouquet of services to drive the success of your organization and service delivery in the public sector.



### 3.1. Multiprotocol Label Switching (MPLS), Wide Area Network (WAN)

- Connect multiple locations both locally and internationally through your own private network.
- With MPLS services you can converge voice, video, and data onto a single IP-based network.
- Operate your network infrastructure in a secure, cost-effective environment with the highest level of performance for your voice, video and data applications.



### 3.2. Software-Defined WAN (SD-WAN)

- Simplify the management and operations of your WAN by deploying Software Defined WAN (SD-WAN) services.
- This emerging technology introduces more efficiencies and cost-effectiveness in deploying and managing networks than legacy technology.
- It is a vendor and service provider agnostic network technology and enables prioritization of mission-critical business application.

### 3.3. Dedicated Internet

- In today's business, connectivity with reliable internet access is essential to drive competitiveness and increased productivity.
- Businesses require high-speed and reliable internet to access their business applications as well as cloud-based solutions.
- With our dedicated internet services, it means you'll never have to share your connection or compete with other network users;
- Get access to service speeds ranging from 2Mbps up to 10Gbps through our LTE, Microwave or Fibre last mile mediums

## OUR CORE SERVICES:

### 3. ISP and Cloud Services

#### 3.4. Transmission, backhaul and Layer 2 connectivity

- Workspace Communication Services provides high capacity transmission services, and international bandwidth services through fibre optic with the latest available technologies such as DWDM and Metro Ethernet.
- We can provide scalability to cater for your business's future growth
- Connect your offices both locally and into the rest of the continent through our secure, reliable and dedicated point to point managed services network at competitive pricing.



#### 3.5. Data Centre Hosting (private and public cloud)

- Workspace Communication Services offers on-premise hosting, colocation and cloud hosting in data centres nationally.
- We ensure that your services are hosted in a secure environment, with reliable connectivity and back up power to guarantee service continuity during load-shedding (Tier 3 Datacentres).
- Our cloud hosting services are designed for entities of all sizes from SMMEs, Large Corporates and Government entities.
- We offer hosting solutions that are either dedicated, shared or virtualized.

#### 3.6. Web Hosting and domain registration

- Register your preferred domain and sign up for web and mail hosting services with Workspace Communication Services
- We offer several hosting plans to suit your business requirements
- Give your business the professional online image it requires with our affordable web and email services.

## OUR CORE SERVICES:



## 4. Unified Communications and Collaboration

Organizations are continuously seeking to improve the efficiency & productivity of their workforce, reduce the cost of communications and greatly enhance customer experience. We offer a complete suite of services that can deliver a superior Unified Communications experience. These include:



### 4.1. Voice over IP (VoIP)

- Replace legacy telephone systems with IP enabled PBX solutions
- On-premise and cloud-based solutions
- Enable telephone services from anywhere, using any devices over the internet

### 4.2. SIP Trunking

- Cost effective and high capacity replacement technology for legacy PRI/BRI circuits.
- Transmit voice, data and video over a single internet connection.
- Significantly reduce cost from lower call rates and line rental.

### 4.3. Audio and Video Conferencing (Incl Audio-Visual Solutions)

- Deliver work from anywhere capability with multimedia conferencing
- Reduce travel costs and enable meetings across multiple locations
- Optimize Video Conferencing rooms with enterprise grade screens, microphones, cameras and lighting (custom designed and built solutions)

## OUR CORE SERVICES:



## 4. Unified Communications and Collaboration

### 4.4. Mobile PBX

- Integrate Mobile lines with Fixed PBX
- Receive and make landline calls on your mobile phone
- No call forwarding cost – on net call
- Greatly reduce the cost of calls made from office-based employees to mobile workforce and vice versa.
- Works with entry level feature phones and smart phones.

### 4.5. Hosted Contact Centre, IVR and Call Recording

- Greatly reduce the cost and speed to enable a contact centre with a hosted solution.
- Full range of Contact Centre capability with audit trail and integration to ticketing systems.
- Pay per user per month – no capex outlay.

## OUR CORE SERVICES:



## 5. Cyber Security

Organizations are increasingly under pressure to secure information data assets and protect their intellectual property from a range of cyber threats. Workspace Communication Services offers a comprehensive suite of services that assist organizations protect their most valuable assets. These include,



### 5.1. Network security

- The protection, detection and reaction to any unauthorized people or programs attempting to access your corporate network

### 5.2. Application and Information security

- Practices intended to keep data secure from unauthorized access or alterations, both when Data is being stored or transmitted from one machine or physical location to another.
- Preventing a range of threats that include denial of service attacks and other cyberattacks, data breaches or data theft situations.
- Achieved using security such as antivirus programs, encryption programs and other devices to ensure that unauthorized access is prevented.
- This includes the identification of sensitive data assets and protect them through specific application security processes

### 5.3. Operational security

- Operational security, commonly referred to as procedural security, is a risk management process implemented to protect sensitive information from falling into the wrong hands.
- Includes but not limited to Password management, authentication and policies
- Enhance your Operational Security with our services that also include user behaviour and awareness training.

## OUR CORE SERVICES:



# 5. Cyber Security

## 5.4. Disaster recovery, business continuity and IT Governance

- Disaster recovery involves restoring critical IT infrastructure after a service interruption or outage.
- Business Continuity services include the steps to get entire business processes back to full functionality after a disaster or system failure.
- We offer IT Governance consulting and advisory services to support Executives to monitor and control key information technology capability decisions and drive value to key stakeholders in an organization.

## 5.5. Professional and Managed Services, Training and Development

- Workspace Communication Services offers Assessment, consulting and advisory services
- Automated penetration test and vulnerability assessment services to proactively test and assess the resilience of your cyber security.
- We offer a range of Managed and Operate services for different cyber security areas.
- Workshops, training and Cyber Security awareness programs.

## OUR CORE SERVICES:



## 6. Software, Licencing, Hardware and Devices

As a leading Black Owned BBEE Level 1 Service provider, Workspace Communication Services can optimize the procurement of a range of Software, Hardware and Cloud Solutions. We have partnered with the leading local distributors to ensure we meet our clients commercial and supplier development objectives.



- McAfee
- Kaspersky
- O365
- PC's and Laptops (Dell, Acer, Lenovo, HP)
- Servers, Switches, Firewalls, Routers (HP, Cisco, Huawei, Fortinet)
- Tablets and mobile devices (Samsung, Apple, CAT, CrossCall)



■ **SPACES** Design Quarter,  
Leslie Road, Fourways, Johannesburg  
2191, Gauteng Province,  
South Africa

■ Tel : +27 11 513 3197  
Email : [sales@workspacecom.co.za](mailto:sales@workspacecom.co.za)  
Email: [info@workspacecom.co.za](mailto:info@workspacecom.co.za)

