



BROADVISION

We EnVision
The Bigger Picture,
The Broader Vision.



The BroadVision Way

At **BroadVision**, we recognise that technology is more than just a solution. It is a means for facilitating growth and progress. As the world keeps evolving, we believe technology must play a central role. That is why our solutions are not just integrative, they are **holistic**.

26+

YEARS
PIONEERING
INTELLIGENT IT

47+

COUNTRIES
DELIVERED
ACROSS

1,400+

PROJECTS
COMPLETED
WORLDWIDE

▶ 24/7/365

ENGINEERS ON
GLOBAL STANDBY

— STRATEGIC GLOBAL PRESENCE

A strategic presence across 4 countries.

South Africa

United Kingdom

United States

Seychelles

— ALWAYS-ON OPERATIONS

Round-the-clock coverage across every time zone, run from our Network Operations Centre in South Africa, with a dedicated engineering team on permanent standby.

Your Comprehensive IT Solution Provider

BroadVision's streamlined approach delivers a seamless digital transformation, and our engagement doesn't end at deployment. We remain your end-to-end partner through every phase of the journey.

01

Design & Consultation

Our experts tailor IT strategies precisely to your unique business needs.

02

Deploy & Integrate

We implement and integrate solutions efficiently within your environment.

03

Support 24/7/365

Ongoing maintenance and monitoring, guiding you with precision and dedication.

Mission & Values

For **26+ years** we have delivered adaptive, customised solutions for ever-changing needs. A carefully selected network of partners gives us best-practice models that deliver **high-tech outcomes at the lowest total cost of ownership**. That collaborative approach, and relationships built on **trust and mutual respect**, is what sets us apart.

Two-and-a-half decades of delivering exceptional value, backed by an **accredited, qualified and experienced team** and continued investment in technology, methodology and our people.

▶ ITIL® ALIGNED

▶ ACCREDITED TEAM

▶ CONTINUOUS INVESTMENT

OUR VALUES · SEVEN PRINCIPLES



INTEGRITY

Honest, principled and accountable in every engagement.



INNOVATION

Curiosity that turns into real outcomes.



EXCELLENCE

Craft over shortcuts, on every project we take on.



COLLABORATION

One team across our clients and our partners.



TRANSPARENCY

Clear scope, clear pricing and clear results.



CLIENT FOCUSED

Your success is the measure of our own.



FORWARD THINKING

We build for what comes next, not last year. Ongoing investment in our people, technology and methodology keeps clients a step ahead.

TRUSTED PARTNERSHIPS

TECHNOLOGY PARTNERS

Microsoft

Google

aws

cisco

Dell

hp

Lenovo

AVAYA

HPE aruba networking

FORTINET

SOPHOS

Mitel

BOSCH

AXIS COMMUNICATIONS

HIKVISION

legrand

COMMSCOPE RUCKUS

NONIUS

AI & LLM PLATFORMS

ANTHROPIC

OpenAI



deepseek



Managed IT Services

Seamless IT, operated for you

A 24/7 helpdesk, SLA-backed response and full IT outsourcing, run as one operation, so your team stays focused on the business.

SIX PILLARS, ONE ACCOUNTABLE TEAM

01 MANAGED IT

End-to-end Managed IT

We design, deploy and run your IT environment anywhere you operate. Full lifecycle, mainstream technology and a single point of accountability across 47+ countries.

- ◆ **Full-stack ownership** of endpoints, servers, network, cloud and apps under one SLA.
- ◆ **Predictable monthly cost** with proactive lifecycle and asset management.
- ◆ **ITIL-aligned processes** for change, incident and problem management.
- ◆ **Vendor consolidation** across Microsoft, Cisco, HPE Aruba, Dell and Fortinet.

02 24x7x365 HELPDESK

Helpdesk & Remote Monitoring

Round-the-clock monitoring catches issues early, and proactive tooling resolves them before users feel the impact.

- ◆ **24/7/365 NOC** based in Johannesburg.
- ◆ **Proactive RMM** for patching, threat detection and performance baselines.
- ◆ **Multi-channel support** by phone, email, portal and Microsoft Teams.
- ◆ **Transparent reporting** on tickets, MTTR and user satisfaction.

03 SLAS & OUTSOURCING

SLAs & IT Outsourcing

Tailored agreements matched to how your business actually runs, with clear response and resolution targets per priority.

- ◆ **Co-managed or outsourced IT** that flexes to your in-house team.
- ◆ **Priority-based SLAs** with measurable response and resolution targets.
- ◆ **National rollout capability** across all regions.
- ◆ **UK GDPR, EU GDPR and POPIA aligned** processes, documentation and audit trails.

04 IT SUPPORT

IT Support & Services

Software deployment, network management and security monitoring, built around your environment and tuned for productivity.

- ◆ **On-site and remote engineers** for desktop, server and network support.
- ◆ **Microsoft 365 & Azure** administration, identity and licence optimisation.
- ◆ **Endpoint security** with EDR, patching, encryption and backup.
- ◆ **User onboarding and offboarding** automated for fast, secure changes.

05 TASK FORCE

Global Task Force Deployment

When a project or incident needs people on the ground, we mobilise a dedicated task force to your site, anywhere in the world, and own the outcome until it is resolved.

- ◆ **Rapid mobilisation** of specialist teams on site, where and when you need them.
- ◆ **One accountable lead** over engineers, architects and project leads.
- ◆ **Worldwide reach** across 47+ countries, with hubs in Johannesburg, London, New York and Mahé.
- ◆ **Survey to sign-off**, scoped, deployed and documented with as-builts and handover.

06 HARDWARE LIFECYCLE

Hardware Asset Lifecycle

We own the full life of every hardware and IT asset, from procurement and configuration to deployment and secure disposal, so your estate is accounted for end to end.

- ◆ **Procurement and sourcing** that is vendor-neutral, at the best total cost of ownership.
- ◆ **Configuration and imaging** so devices ship built, enrolled and asset-tagged.
- ◆ **Warehousing and logistics** with secure storage, kitting and tracked delivery per site or user.
- ◆ **Deployment and secure retirement**, zero-touch installs with data wipe and responsible disposal.



Your systems are talking. BiVi helps you listen.

BroadVision's AI middleware and data intelligence platform. BiVi lives between your systems and your decisions, connecting disparate data, processing it with proprietary intelligence, and surfacing contextualised insights across your organisation.

01 UNIFIED DATA LAKE

One source of truth

Aggregate and normalise data from any enterprise source into a single, queryable intelligence layer, hosted globally or in your region of choice.

- ◆ **Any source** across operational, customer, financial, IoT, ERP, CRM and spreadsheets.
- ◆ **Normalised and governed** so data is clean, consistent, lineage-tracked and queryable.
- ◆ **POPIA and GDPR aligned** with encryption at rest and in transit, plus audit trails.
- ◆ **Open architecture** that works with Microsoft Fabric, Azure, AWS and Power BI.

02 BIVI INTELLIGENCE

The AI layer on your data

Interact with your operations in plain language. Ask questions of your business and get answers in seconds, not weeks.

- ◆ **Natural-language queries** across the enterprise, in English and beyond.
- ◆ **Contextualised insight**, not raw rows: trends, anomalies and recommendations.
- ◆ **Agentic workflows** that act on insights, not just report them.
- ◆ **Secure by design**, so your data never trains public models.

AI MIDDLEWARE THAT THINKS, ACTS AND DELIVERS

Real-time dashboards

Live operations visualised, with trends, anomalies and KPIs at a glance.

Predictive analytics

Forecasting, anomaly detection and decision support in the operational flow.

Hybrid deployment

Cloud, on-premise or hybrid. Deployed your way, scaled without limits.

Enterprise security

End-to-end encryption, role-based access and compliance-ready governance.

ONE PLATFORM. EVERY INDUSTRY.

Hospitality

Mining & Resources

Manufacturing

Retail & Commerce

Banking & Finance

+ More

EXPLORE THE PLATFORM

[Visit bivi.tech](https://bivi.tech) →

Data Intelligence & Applied AI

Decisions, not dashboards

Analytics, BI and applied AI that surface the insights driving informed decisions, and unlock the value already sitting inside your business.

TWO DISCIPLINES, ONE DECISION ENGINE

01 DATA ANALYTICS & BI

Turn complex data into action

We decode the trends and patterns hidden in your operational, customer and financial data, then translate them into the insights that sharpen everyday decisions.

- ◆ **Power BI & Microsoft Fabric** dashboards built around the questions you actually ask.
- ◆ **Data warehousing & ETL** pipelines that unify ERP, CRM, finance and operations.
- ◆ **Self-service BI** so business teams stop waiting on IT.
- ◆ **Decision support** for strategic planning, not vanity metrics.

02 APPLIED & ENTERPRISE AI

Shape the future, don't just adapt

We embed AI where it changes outcomes, from applied analytics to full Enterprise AI rollouts, with use cases proven across hospitality, banking, property and law.

- ◆ **Enterprise AI strategy** across machine learning, generative AI and autonomous agents.
- ◆ **Predictive analytics** for demand, risk and customer behaviour.
- ◆ **Generative AI & copilots** for knowledge work, support and content.
- ◆ **AI in cybersecurity** for faster detection and smarter response.

FROM RAW DATA TO DECISIONS YOU CAN DEFEND

01

Collect & consolidate

Siloed sources brought into a single, trusted foundation, ready to query.

02

Analyse & model

Trends, patterns and outliers decoded with modern analytics and statistics.

03

Visualise & report

Dashboards designed around the decisions your team needs to make.

04

Apply AI & automate

Predictive models and automation embedded directly into your workflows.

THE TECHNOLOGIES THAT COME AFTER AI

HORIZON 1

Artificial Intelligence

In motion across predictive analytics, automation and cybersecurity, augmenting every service we deliver today.

HORIZON 2

Blockchain

Investigating verifiable, tamper-resistant data architectures and how they redefine trust across enterprise IT.

HORIZON 3

Augmented Reality

Exploring AR for field service, training and the way teams interact with information on-site.

Enterprise AI

Built for business, not for show

We suggest, implement and manage AI solutions catered to your operational needs. Not generic tools, but enterprise-grade intelligence integrated where decisions are made.

Enterprise AI is the integration of machine learning, generative AI and autonomous agents into core operations and decision-making. We don't bolt on chatbots and call it transformation; we design AI that becomes part of your **operational fabric**.

HOW WE DELIVER ENTERPRISE AI

01 STRATEGY & INTEGRATION

AI at the heart of operations

We design AI that becomes part of your operational fabric, from forecasting and resource planning to customer engagement and risk management.

- ◆ **Machine learning models** trained on your data for forecasting, classification and anomaly detection.
- ◆ **Generative AI & copilots** embedded into knowledge work, support and reporting.
- ◆ **Autonomous AI agents** that execute tasks, trigger actions and reduce manual work.
- ◆ **Deep integration** with ERP, CRM and operations, so insights reach the systems teams already use.

02 DELIVERY & GOVERNANCE

From proof of concept to production

Most AI pilots never reach production. We close that gap with a delivery method built for enterprise reality: governance, security, scalability and clear ROI.

- ◆ **POC-to-production roadmap** with staged validation, measurable outcomes and executive dashboards.
- ◆ **Data readiness & governance**, with clean, governed foundations before any model is built.
- ◆ **Security & compliance** from day one, including POPIA-aligned controls and audit trails.
- ◆ **Change management & optimisation**, so the intelligence is used, refined and retrained over time.

Most AI pilots never reach production. We make sure yours does.

▶ GOVERNED

▶ AUDITABLE

▶ SCALABLE

▶ ROI-ALIGNED

Connectivity, Infrastructure & Tech

From cable to coverage

Networking, Wi-Fi, Infrastructure and national rollouts. The physical and logical layers your business runs on, delivered by one accountable team.

— THREE DISCIPLINES, ONE DELIVERY OFFICE —

01 CONNECTIVITY

Networking, Wi-Fi & access

Connectivity designed around how your business actually moves data and voice, across 47+ countries.

- ◆ **Wi-Fi 6/6E** with HPE Aruba heatmap-driven design and full-site coverage.
- ◆ **LAN, WAN & SD-WAN** with Cisco, Aruba and Fortinet switching, routing and firewalls.
- ◆ **HSIA & guest networks** for hospitality, property and retail.
- ◆ **Network security** with segmentation, NAC and zero-trust access.

02 INFRASTRUCTURE

A foundation built to scale

Architecture that turns business outcomes into a technology stack fit for today and ready for tomorrow.

- ◆ **Structured cabling** with Cat 6 / 6A / 7 and certified fibre backbones.
- ◆ **Server & storage design** on Dell, HPE and Lenovo hardware.
- ◆ **Data centres & comms rooms** built to international standards.
- ◆ **Hybrid-cloud ready**, with on-prem, Azure and Microsoft 365 integration.

03 NATIONAL ROLLOUTS

Multi-site, single project office

Large-scale rollouts executed on time, in spec and across every site, nationwide and into Africa.

- ◆ **Routers & switches** for high-performance multi-site networks.
- ◆ **Voice platforms & VoIP** with reliable, crystal-clear comms.
- ◆ **CCTV, access & AV** integrated with the network from day one.
- ◆ **Branch rollouts** for banking, retail, hospitality and property estates.

— THE PHYSICAL LAYER, COVERED —

◆ Structured cabling

Tested cable plant for data, voice and multimedia.

◆ CCTV surveillance

Cameras and monitoring that safeguard every premise.

◆ Audio-visual

AV for boardrooms, training and collaboration zones.

◆ Access control

Facility security from keycards through to biometrics.

◆ TV, IPTV & displays

Signage for guests, internal comms and advertising.

◆ Network & server cabinets

Secure, organised housing built for performance.

◆ Environmental monitoring

Temperature and condition sensors that prevent failure.

◆ Power & PDUs

Managed power distribution to every rack for uptime.

Cloud & Software Services

Cloud that earns its keep

Migration, hosting, backup, disaster recovery and the licensing stack behind them, sized to your business, not the vendor's pricelist.

TWO DISCIPLINES, ONE CLOUD OUTCOME

01 CLOUD SERVICES

Flexibility, scale & resilience

Cloud solutions that streamline IT operations and clear the runway for what comes next, delivered to clients across 47+ countries.

- ◆ **Cloud migration** to Azure, AWS and Google Cloud, with measured cut-over and easy scaling.
- ◆ **Hybrid & private cloud** built for local data sovereignty and POPIA.
- ◆ **Disaster recovery** as a service, with tested RTO/RPO targets and minimal downtime.
- ◆ **FinOps & cost optimisation**, right-sized workloads and no surprise bills.
- ◆ **Backup & encryption**, with data safeguarded in transit and at rest, plus immutable copies.

02 SOFTWARE & LICENSING

One partner for every platform

Microsoft 365, Azure, Mimecast, Google Workspace and more, procured and right-sized for your team as an accredited Microsoft Solutions Partner.

- ◆ **Microsoft 365 & Azure** licensing, tenant setup, identity and Entra ID configuration.
- ◆ **Right-sized procurement** across Mimecast, Sophos, Fortinet and Google Workspace.
- ◆ **Deployment & adoption** support, not just a licence key in your inbox.
- ◆ **Compliance & renewals** tracked centrally to avoid lapses or overspend.
- ◆ **Lifecycle management** as your team grows, shrinks or restructures.

MOVE, PROTECT, RECOVER, RUN

◆ Cloud migration

Rapid, low-risk migration so you scale on demand without breaking what works.

◆ Backup & encryption

Robust backups and strong encryption against threats, loss and human error.

◆ Disaster recovery

Tested recovery times and minimal downtime when it counts.

◆ Hosting, data & voice

Reliable hosting with seamless access and secure storage.

Strategic IT Services

CIO as a Service, on demand

Fractional, interim and virtual CIO leadership for mid-market businesses. Set strategy, govern risk and run vendors and security under one accountable IT leader, without a full-time executive hire.

LEADERSHIP, CONSULTING AND DELIVERY

01 CIO & HEAD OF IT AS A SERVICE

Senior IT leadership, embedded in your team

On-demand access to a seasoned CIO or Head of IT, sized to your stage and budget, backed by 25 years of global mid-market experience across hospitality, banking, property, telecoms and law.

- ◆ **Fractional CIO**, senior leadership a few days a month, not a full-time salary.
- ◆ **Virtual CIO (vCIO)**, remote-first leadership across 47+ countries.
- ◆ **Board & exco reporting** that translates technology into business language.
- ◆ **Interim CIO** to cover gaps during transitions, M&A or restructuring.
- ◆ **Head of IT as a Service**, hands-on management for teams without an IT exec.
- ◆ **Strategy & roadmap** grounded in business outcomes, not vendor pitches.

02 CONSULTING

Future-proof technology strategy

- ◆ **Tailored IT roadmaps** aligned to your needs and budget cycles.
- ◆ **Cloud & cyber assessments** with prioritised remediation plans.
- ◆ **Custom policies & processes** implemented with precision.
- ◆ **Reference architectures** for hybrid cloud, network and data.
- ◆ **Digital transformation** guidance from blueprint to benefits.

03 PROJECT & VENDOR

Disciplined delivery, end to end

- ◆ **PMO & project management** with PRINCE2 / PMBOK rigour and cost control.
- ◆ **Vendor selection & negotiation** handled with your interests first.
- ◆ **Contract & SLA management** across the full supplier portfolio.
- ◆ **National rollouts** coordinated from a single project office.
- ◆ **Performance monitoring** that catches drift before it becomes risk.

Governance, Risk & Security

Standards you can defend

Governance, compliance, audit and continuous cyber defence, aligned to the standards and regulations your sector demands, including POPIA, PCI DSS and ISO 27001.

GOVERN THE BUSINESS, THEN PROTECT IT

01 GOVERNANCE, COMPLIANCE & AUDIT

Operate to standards you can defend

Governance, policies, procedures and audit aligned to the standards and regulations your sector demands.

- ◆ **IT policies & procedures** tailored to your operations.
- ◆ **POPIA & GDPR readiness** with data mapping and DPIA support.
- ◆ **ISO 27001, PCI DSS & King IV** alignment for regulated sectors.
- ◆ **IT audit** to assess integrity and surface vulnerabilities.
- ◆ **Risk management** frameworks tuned to operational, security and regulatory risk.

02 CYBER SECURITY

Protect the business so it can grow

Continuous monitoring, hardened defences and a proactive strategy, backed by Fortinet, Sophos and Mimecast partnerships.

- ◆ **Firewalls, EDR & access controls** hardening every layer of your estate.
- ◆ **24/7 SOC monitoring** with rapid incident response.
- ◆ **Attack simulation & pen testing** with vulnerability assessments to find gaps first.
- ◆ **Email security & phishing defence** with Mimecast and Microsoft Defender.
- ◆ **Awareness training** that turns your team into a first line of defence.

THE CONTROLS LAYER, COVERED

◆ IT policies & procedures

Tailored policies that drive efficiency and consistency across operations.

◆ IT audit

Assess integrity, surface vulnerabilities and recommend targeted improvements.

◆ Governance & compliance

IT governance aligned to strategy, with compliance that meets your regulatory load.

◆ Risk management

Operational, security and regulatory risk frameworks tuned to your sector.



BROADVISION

Let's talk AI + IT

PHONE

+27 11 317 8960

EMAIL

info@broadvision.co.za

OUR OFFICES

Head offices in our key regions, with additional offices across each.

South Africa

Mulberry Hill Office
Park, BroadVision
HUB, 4 Broadacres
Drive, Dainfern,
Johannesburg, 2191

United Kingdom

Fifth Floor, Clareville
House, 26-27
Oxendon Street, St
James's, London,
SW1Y 4EL

United States

131 Continental Drive,
Suite 305, Newark,
New Castle County,
Delaware, 19713

Seychelles

Maison La Rosiere,
Palm Street, Mahé,
Victoria