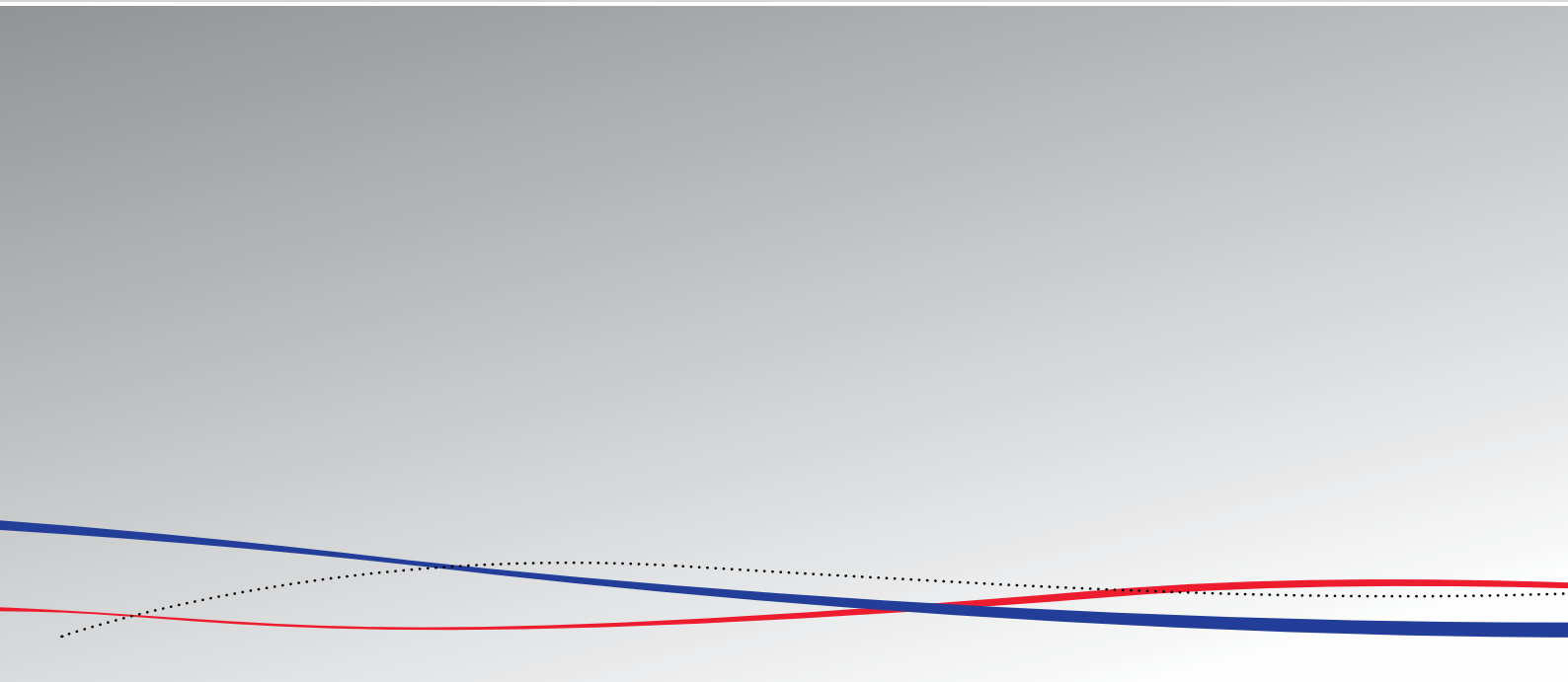




EOH consulting
BUILDING BETTER BUSINESSES

C O R P O R A T E P R O F I L E





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1. Introduction

1.1. Background

EOH Consulting was formerly the consulting arm of KPMG Inc. Given the international trend for consulting services to be independent of auditing / assurance services, the firm officially separated from KPMG South Africa in August 2003. In Botswana, we are a 100 % citizen owned firm of business and technology consultants that maintains a strategic alliance partnership with the EOH Mthombo Group (a Johannesburg Stock Exchange listed business and technology solution provider with over 1200 consultants). This enables us to retain access to global methodologies and resources.

EOH Consulting remains a leading management consulting firm that has developed regional capability in deploying Business Consulting, Technology and Managed Services solutions. Our focus in specific industries including Government, financial services and telecommunications has ensured that our consultants develop a deep understanding of our clients' business.



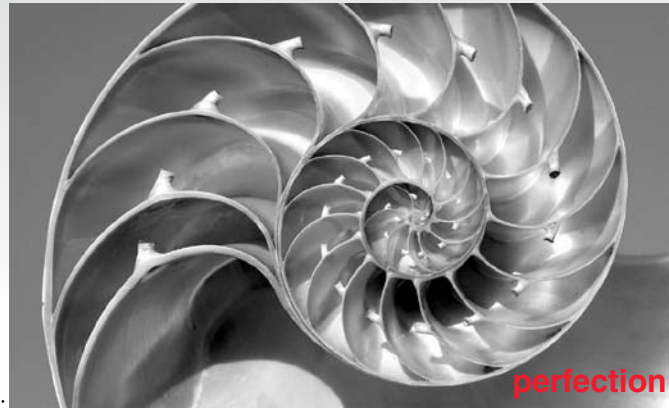
1.2. Corporate Overview

We are a leading business consultancy offering Review, Analysis and Strategic (RAS) advice followed by the delivery of world-class, practical, innovative, client-focused solutions. We adopt a collaborative approach with our clients and believe in building long-lasting partnerships. We believe that the quality of our solutions and our people, together with the fact that we are 'easy to do business with' differentiates us. The unique combination of our functional expertise coupled with our broad-based industry knowledge enables us to craft solutions for our clients. Through our ability to leverage our industry-specific experience and advanced technology know-how, we are able to rapidly deploy solutions that deliver a positive contribution to our clients.

Ultimately it is the nature and character of our people that makes the difference – people with commitment, team work, passion and deep-set skills and knowledge. We strive for excellence in all that we do.

The nautilus shell reflects what EOH Consulting strives for-perfection. The essence and energy displayed in the unfolding of the nautilus reflects the spirit and soul of EOH Consulting.

The inspiring and energetic form is the basis of our approach. Using our deep-set knowledge and experience, skill and focus, like the nautilus, EOH Consulting strives for perfection.





2. What Is It Like Working With Us?

2.1. Easy to do business with

We work with our clients in a collaborative partnership approach. We spend time up front clearly understanding the needs of our clients and listening to what is required. Together, combining our knowledge, skill, experience and proven methodologies and our clients' understanding of their needs, we craft tailor-made, innovative practical business solutions with the view to adding value to our clients.

We look at the organisation from a holistic point of view and ensure that the solutions which we design and recommend are aligned with the strategic direction and goals of the organisation.

You will find that all our people come with in-depth, real-world experience of specific industries and practical experience in implementing our world-class services and solutions.

We have proven solutions and methodologies based on best practice. We have excellent relationships with our technology partners yet we are independent of any hardware or software supplier.



2.2. What We Deliver

Innovative, practical solutions

You will find flexible, multi-disciplinary teams consisting of experts in strategy, business processes and enabling technologies supported by specialists in change management and programme management. You will find a friendly, open working environment that fosters team spirit and entrepreneurship which adds value to the solutions offered.

We focus on benefits realisation and manage change effectively by driving organisational change at three levels –

- Reshape the business processes in alignment with the strategic direction of the client (Process)
- Obtain buy-in and influence the behavioural change of end users (People)
- Implement new technologies to enable best practice (Technology)

The business world is being reshaped by three primary forces, fiercer and more global competition, ever more demanding customers, and the all pervasive impact of constantly changing new technologies. At the same time, the public sector is being increasingly pressurised to deliver services more efficiently and effectively and to better utilise skills and resources.

Against this backdrop, both public and private sector organisations know that continuous improvements to cost efficiency, increased flexibility and speed of response are all vital to deliver quality service. Technology has certainly helped and ERP systems, web services and portals are milestones on the business efficiency journey.

Yes. Technology helps eliminate errors, duplications, delays and increases overall efficiency. However, it is the fact that systems are so inter-related that it makes it more and more difficult to create

value by changing individual elements of both core and common business processes. Consequently, we adopt a much more holistic approach to the way in which we engage with our clients to tackle this challenge directly.

We work with our clients in a collaborative partnership approach to deliver innovative, yet practical solutions to a broad range of clients in both the Public and Private Sectors. We focus on 'thought-leadership', facilitating new strategies and building and implementing business and technology solutions in two main areas – those that 'Effect' change (Support & Core business operations) and those that 'Manage' change (Project & Programme Management Services). Our solutions focus on operationalising an organisation's strategy in the most cost effective and efficient manner ensuring the alignment of people, process and technology.

We have both functional specialists and industry experts who craft best practice solutions for our clients. Through our RAS (Review, Analysis and Strategy) approach we gain an insight into our clients' needs, identify business performance opportunities and are able to offer advice and develop solutions that are innovative, yet practical.

We help our clients achieve greater performance by working with them to build better businesses and deliver better services. Through our comprehensive programme management, change management methodologies and experience across a broad range of clients, we are in a position to 'manage' change at our clients and implement the solutions that we recommend.



2.3. Our people

Focus, Knowledge, Skill, Commitment, Passion

Our business is centred around the core values of trust, integrity and respect. These values lead to a number of key behaviours which results in a business which is not only excellent in all that it embraces, but is also easy to do business with.

Our people include a broad range of business consultants, strategic and management consultants, technology consultants, project managers and support staff. Our people have in-depth, real-world experience of specific industries matched with practical experience in implementing our solutions.

We offer flexible, multi-disciplinary teams consisting of business and technology experts. We want to make a value-added difference and we are committed to our philosophy – to partner with our clients for life.

True to the EOH Consulting ethos, we believe that while technology is the enabler, it is people who make things happen.

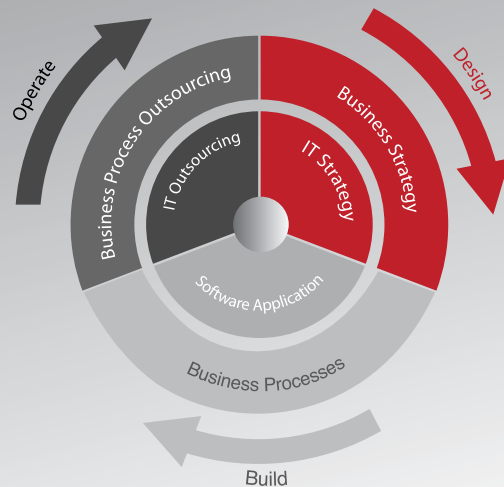


3. Our Business Model

3.1. Business Model

At EOH Consulting, we are committed to building strong and lasting relationships with our clients. This commitment is embedded in our business model which is structured around the “Design, Build and Operate” concept, enabling us to deliver world-class services in Business Consulting, Technology and Managed Services supported by our project management methodology and robust consulting methodologies. We advise our clients in both the public and private sectors on an ongoing basis and assist them to develop and implement world-class business and technology solutions.

We provide services that assist our clients to deliver measurable and sustainable business results through a combination of tools, techniques and methodologies.



3.1.1. Business Consulting

Our Business Consulting solutions use specific tools and business performance improvement methodologies that link your strategic, operational and organizational commitments to convert strategic thinking into effective execution.

Our focused set of Business Consulting solutions include the following:

- Corporate Strategy Development
- Enterprise Performance Management
- Organisational Restructuring and Transformation
- Business Process Improvement
- Human Capital Management including:
 1. HR Strategy and Diagnostics
 2. Climate and Culture Assessment

3. Skills Audit and Assessments
4. Talent Search and Management
5. Performance Management
6. Management Training

3.1.2. Technology Consulting

We are passionate about integrating IT strategy with business strategy as a foundation for increasing the value that IT offers to the organisation through greater innovation and operational integration.

Our technology solution offering includes the following:

- IT Strategy Development and Implementation
- IT Outsourcing Strategy Development
- IT Project Management
- User Requirement Definition
- IT Systems Review
- Information Technology Infrastructure Library (ITIL)
- Business Intelligence
- Business Technology Optimisation



3.1.3. Managed Services

Our Managed Services Consulting practice currently offers ICT managed services. We second personnel either on a part-time or full time basis to assist clients in setting up and managing their ICT environment.

Our Managed Services solution set includes the following:

- Server Setup and Maintenance
- Service Level Management (on behalf of our clients)
- Electronic Mail, Server and Desktop Support
- Resourcing/Interim Management

Our method of operating incorporates the following:

- Provision of consulting services using experienced consultants. In the event that a junior resource is used, it is always under the guidance and mentorship of a senior

resource within the firm. Our consultants have all undergone relevant training in core consulting courses and methodologies, augmented by experience gained from past engagements.

- Establishment of strategic alliances with entities that provide relevant subject matter expertise in different areas including Human Capital Management, Business Intelligence, Business Technology Optimisation, Enterprise Performance Management and Small, Micro and Medium Enterprise development.

Our primary focus is across all major sectors including Government, Financial Services (Insurance, Banking and Pension Funds), Revenue Administration and Telecommunications (including Mobile).

3.2. Value Proposition

As management and technology consultants:

- **We deliver business strategies and processes that add value.** We work with our clients to link corporate strategy to operational reality.
- **We deliver appropriate technology that supports business objectives.** Our deep understanding of technology enables us to develop solutions that support business objectives.
- **We are a strategic alliance partner of the EOH Mthombo Group.** As a full member of the JSE listed EOH Mthombo Group, we offer the public, parastatal and private sectors full access to global methodologies, resources, best practice, case studies, and international exposure.
- **We are committed to localisation and empowerment.** Our Botswana office is highly localised, with Botswana in all executive and management posts. Our team comprises a team of experienced Botswana consultants that understand the local market and are able to ensure that global methodologies and expertise are adapted to take account of local situations and culture.
- **We are committed to the ideals of Vision 2016.** We believe that all Botswana can and should have achieved a higher and sustainable standard of living by the year 2016. We work with our clients to ensure that the solutions we design and build for them are clearly contributing to the pillars of our national vision.
- **We are results oriented.** EOH Consulting works closely with clients to deliver measurable and sustainable business results. This is achieved through a process that focuses the attention of our consultants on helping clients to make the right strategic choices and implement supporting solutions.

- **We subscribe to collaboration and flexibility.** We subscribe to a collaborative and flexible approach that enables us to work with our clients to deliver innovative and effective solutions. This tried and trusted approach in tandem with relevant experience and a high level of professionalism enables delivery of solutions that address client needs, leading to a high degree of repeat business from our clients.
- **We rely on the attitude and tenacity of our People.** Feel free to engage any of our clients about the commitment, discipline and dedication of our consultants to fulfilling client needs and they will chronicle the solution-focused approach of our team. Even though our consultants are expected to draw from our knowledge-base, it is our attitude and tenacity that sets us apart. Our team relies on innovation, experience and commitment to address the needs of our clients.



4. Engagement Experience

EOH Consulting has extensive experience in the following:

Corporate Strategy

We have assisted a number of large public and private institutions in creating actionable strategies. Our interventions have assisted organisations to align strategy, people, process and technology.

Human Capital Management

The current war for talent is intensifying due to the aging workforce and the drive for continual innovation. Our approach to the management of the human capital has enabled organisations to hire the right team, transform the HR function by aligning it with corporate objectives, converting HR to a strategic function and leveraging technology to support strategic HR processes for the public and private sector.

Organisational Development

To improve the performance of large public and private organisations, we have overhauled existing business models, aligned

capabilities, changed organisational structure, processes and technology. Our organisational development intervention is premised on the need to optimise the value chain in response to client demands.

Performance Management

We have a unique approach to the development and implementation of performance management processes within organisations. This includes a cascading of the strategic objectives to the lowest level in the organisation and augmenting the process through the use of technology. Our technology offering is underpinned by a clear appreciation of the principles of performance management. Various public and private institutions have benefited immensely from our innovative performance management approach.

User Requirement Definition

Our approach to the definition of user requirements is governed by the guidelines of the Institute of Electrical and Electronics Engineers (IEEE). This ensures that we deliver business requirements that ensure a high degree of fit between the ultimate technology solution and the needs of the business. Our long list of public and private

sector clients attest to the accuracy and quality of our user requirement definition.

IT Strategy

We have developed IT strategies that are closely aligned with business strategy for clients in the public and private sector. We believe that this increases the value that IT delivers to the enterprise. Once alignment is reached, we help our clients to identify quick wins and opportunities that improve efficiency and effectiveness through the strategic use of technology. In addition, we create blueprints for IT initiatives that will support the strategic intent of the enterprise.

Business Technology Optimisation

Our Business Technology Optimisation offering enhances the ability to utilise technology to support business processes. Our solution offering ensures application testing prior to system acceptance and a mechanism for ensuring the availability of critical business applications. Public and private enterprises have used our BTO solution set for application testing, service level management and business continuity.

Business Intelligence

We are developing the next generation BI tools with our strategic alliance partners. The driving force in this regard is analytics for competition. Our unique offering ensures that BI delivers measurable business value in 3-month cycles. This service is offered with the assistance of alliance partners which have established a clear track record in this space.

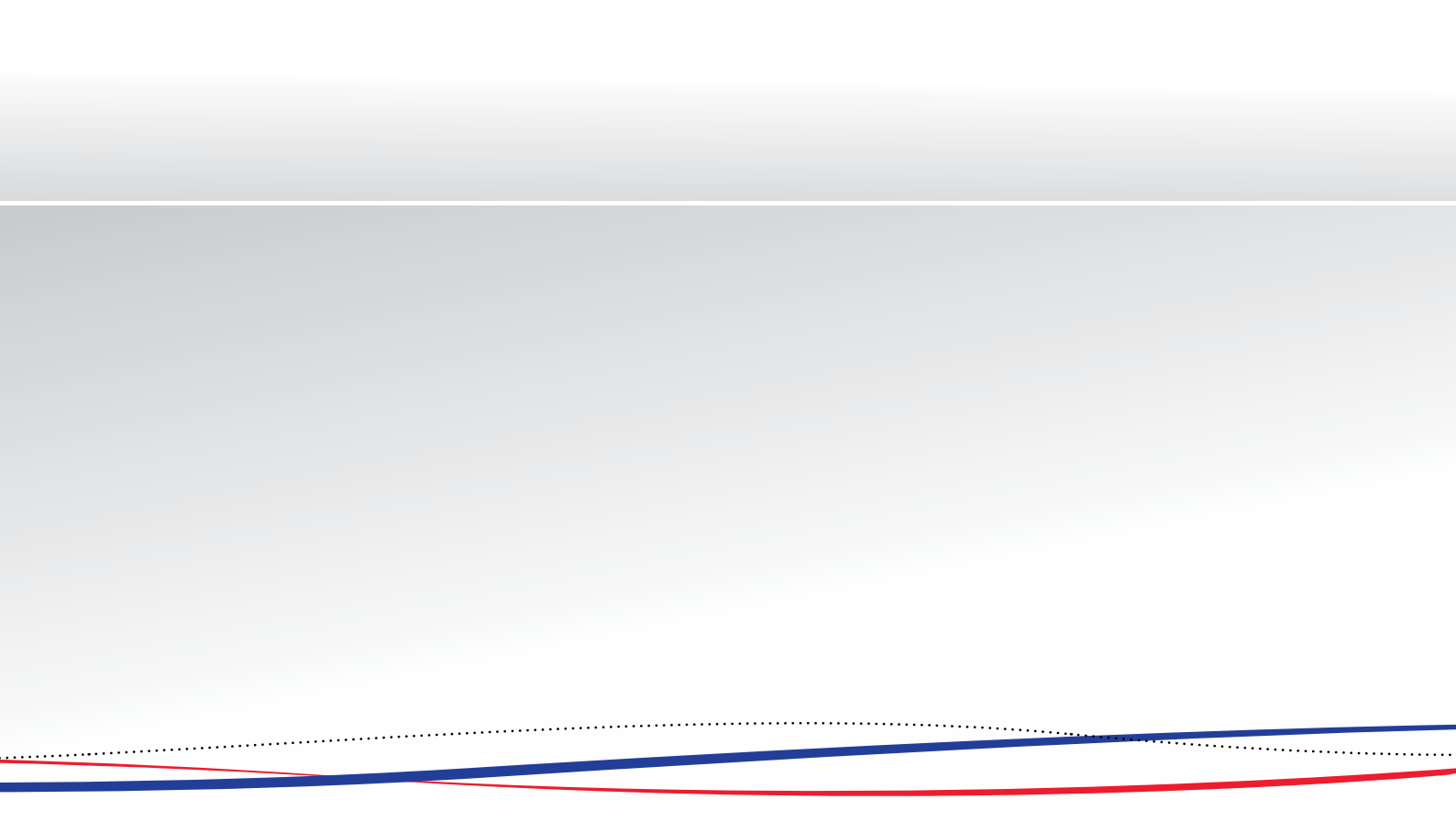
In addition, we have developed a Managed Services model for our service offering including IT support and services.



5. Strategic Alliances

EOH Consulting recognises that it is not possible to possess experience and knowledge in every aspect of business internally. As a result, we have formalised strategic alliances (some on an exclusive basis) with a number of globally recognised organisations in order to augment our consulting capability and enhance the value of service delivery. This part of our business model has been highly successful and has increased our rapport in the market as a firm that has access to an excellent knowledge base coupled with a vast array of experience. Some of our key strategic partners and their areas of expertise are listed in the table below.

Strategic Partner	Areas of Expertise
EOH Mthombo (Pty) Ltd	Business Intelligence and Business Technology Optimisation
JIKA Africa (Pty) Ltd	Revenue Administration Services and Solutions
Complete E-Solutions	Business Technology Optimisation, Infrastructure Testing and Application Integration Services
PPB Africa (Pty) Ltd	Organizational Modelling and Transformation, Strategy Facilitation and Cascading, Performance Management, Talent Planning, Resourcing and Development/Training and Human Capital Management
Pink Elephant (Pty) Ltd	ITIL Training and Implementation
The Braxton Group (Pty) Ltd	Integrated People Management Systems, Employee Performance Management Culture Assessment and Skills Audit



The logo for EOH consulting features the letters 'EOH' in a bold, dark blue sans-serif font, followed by the word 'consulting' in a red, lowercase, sans-serif font. A small blue triangle is positioned above the letter 'i' in 'consulting'.

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