

Delivering World Class,  
Technology Life Cycle  
Solutions for a  
Modern Economy.



# The Fourier Group

*Shifting paradigms for  
more than 21 years.*



# About the Group

*The Fourier Group has been industry leaders in innovative transformation of businesses for over eighteen years.*

As a group we partner together in guiding our clients to leverage on their business' capability to repeatedly execute predictable processes to deliver quality services and products at a desired price.

The Fourier Way focuses on the optimisation of an organisation by translating customer requirements and the business strategy into resilient operations by ensuring that the business can deliver quality products/service through the execution of such processes and enabling and integrating the people, processes and technology.

In doing so, Fourier ensures that the workforce take accountability for delivering quality goods/services in an efficient manner by executing well designed processes, supported by suitable technology.

## Fourier Group of Companies



Fourier IT Innovation is a South African IT company that delivers world class service through, contemporary technology, modern software and a passionate committed people.



Fourier-E Consulting Services consist of a team of Industrial Engineers who are driven by excellence in ensuring that processes are validated, re-engineered and operations are optimised.



RQ-Tech offers software products, product evolution, implementation and hosting services to public sector clients. These include Document Management, Work-flow, Scanning and OCR which is supported by a host of adaptable domain models including, P2P, Travel and Claims.



Fourier Recruitment offer solutions specifically tailored for the South African market and comprises from a full recruitment life cycle towards a complete range of industry specific requirements.

# Fourier IT Innovation

*Delivering world class service  
through, contemporary technology,  
modern software and passionate,  
committed people.*



# We make IT Work

*We are a South African IT services company who delivers value to our clients through turnkey solutions, world class services, contemporary and proven future technology, modern software products, and passionate committed people.*

As a team with diverse skill sets, we understand and appreciate our clients' value drivers. Through establishing lasting and trusting relationships we can solve any challenge and deliver value, promptly to our clients.

We pride ourselves as a preferred supplier within the Financial, Engineering, Mining and other industries, providing services across the Technology Solution Value Chain. In addition, we have also developed our own internal digital products.

As a proudly South African organisation we have developed a dynamic team that maintains a high standard of professionalism, experience and technical knowledge for over 21 years. We perform to the maximum of our abilities as individuals, as teams and as an organisation.

Our ethos is to consistently strive to break new ground and promote growth for our clients, fuelled through passion and commitment.

We value strategic partnership with our customers and therefore place high focus on delivering robust solutions that empower them to meet and exceed their customer's expectations. Fourier is able to engage with flexible and innovative business models to suit the prevailing environment.

Through our client satisfaction surveys we can proudly say that we have a proven track-record of not only delivering service excellence, but at the same time pushing boundaries.

The Fourier Way focuses on our clients' growth, profitability and brand protection. We achieve this by eliminating unnecessary complex processes and focus on the thorough implementation of well-designed, tailored solutions. We have the people, experience and technology to translate our clients' requirements into defined, repeatable and optimised processes. In doing so we ensure that all actions work towards maintaining the credibility and profitability of our clients.

*Passion. Value. World Class.*

PASSION

EXCELLENCE

INTEGRITY ACCOUNTABILITY

COMMITMENT CUSTOMER SERVICE

RESPECT

PROFESSIONALISM

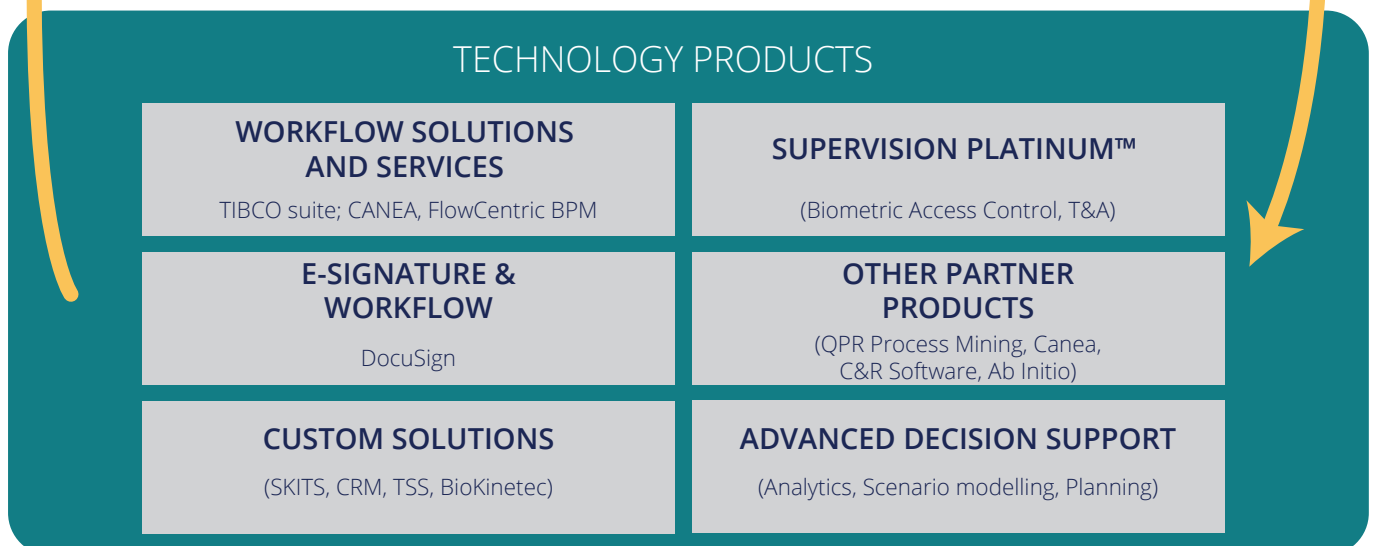
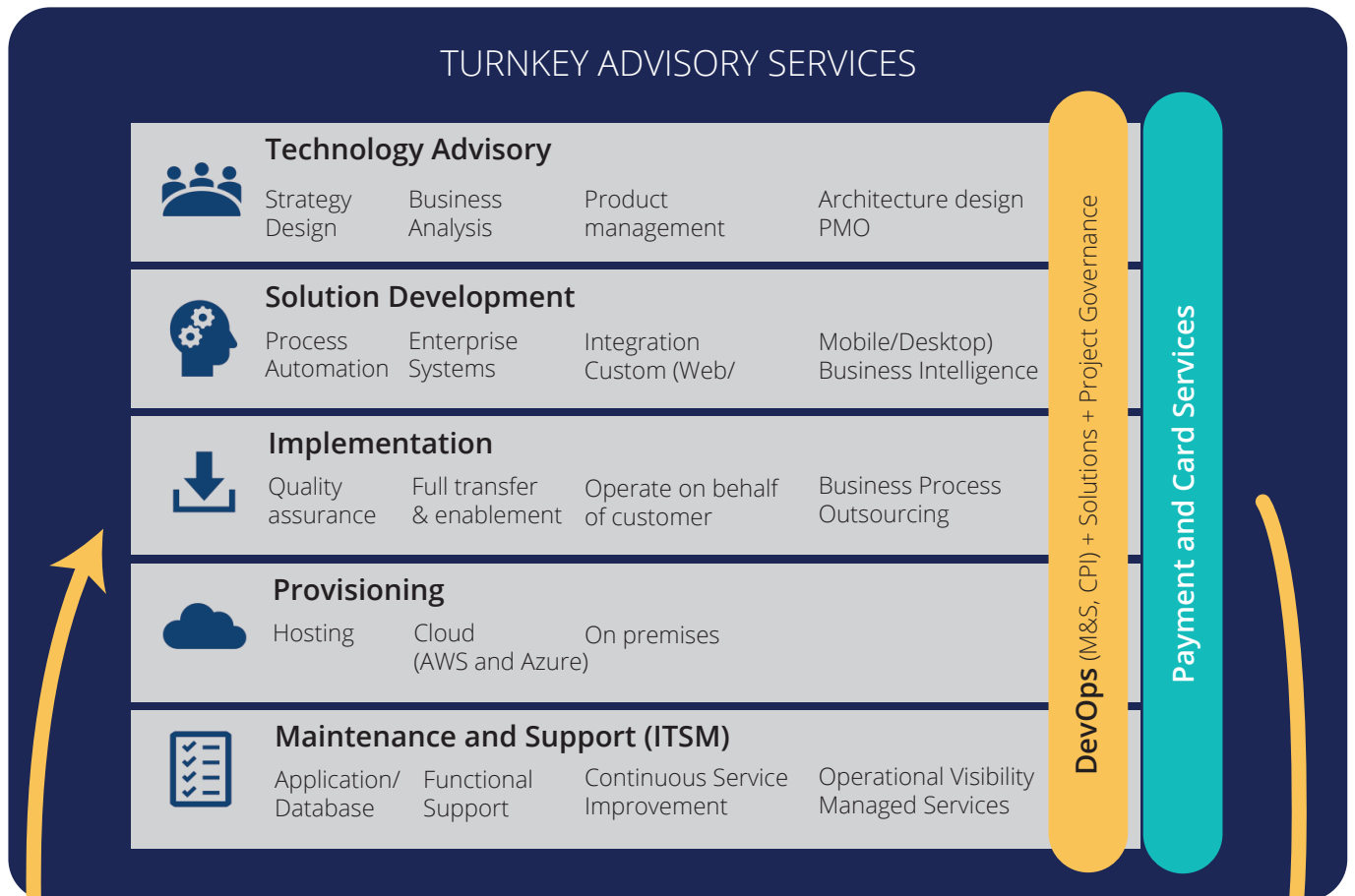
# Our Offering

*Turnkey technology services  
and solutions that will drive  
sustainability and success.*



# Our Offering - an overview

*In order to offer a world class, turnkey software solution service, all component parts must live up to the standard. Our offering is strategically constructed by expert knowledge and leadership support.*



# Turnkey and Advisory Services

*Fourier IT provides the expert services to the market in isolation or as a collection of services. Sweet spot is where combined services are utilised congruently.*

## 1 Solution Architecture:

At Fourier IT, we believe a good design is characterised by an ability to expand enterprise solutions with minimal effort and low cost with long term sustainability in mind.

## 2 Business Analysis:

Our business analyst is responsible for communication between the client stakeholder and the design/development teams and/or QA teams to ensure the client requirement and business case is met. In addition the business analyst is also responsible for developing business cases and define success criteria for solutions.

## 3 Product Management:

Fourier Business Analysts can operate as the proxy for the client product owner in cases where the client lacks capacity and engage stakeholders at any level of the business. Also interfaces with the S&M and DevOps teams to ensure solutions deliver on the promise

## 4 Systems Analysis:

Systems Analysts and System Architects bring specific technological knowledge into the solution design paradigm and, with the business analysts, articulate a particular solution design paradigm that is desired. Advises on how best solutions are to fit into existing landscape and amongst others ensures design considers maintenance.

## 5 Software Development:

Fourier has over the years developed solutions in several languages and frameworks. Favouring the Microsoft stack, solutions include Web, Desktop, Mobile, Business Intelligence and ESI solutions

## 6 Quality Assurance (Testing):

In order to improve agility of testing and deployment process, the tools that replace manual testing and deployment should be applied whenever possible, and improves repeatability, predictability, traceability and reduces human error.

## 7 Application/Database Administration and Support:

Fourier provides experienced resourcing for purposes of database performance, capacity, availability, archiving, infrastructure planning and ad-HOC analysis services.

## 8 Hosting/Private Cloud Services:

Fourier provides application, database and cloud hosting options aligned to the Microsoft and AWS stacks of technologies

## 9 Business Intelligence/Analytics:

Fourier provides application, database and cloud hosting options aligned to the Microsoft stack of technologies (Including Azure)

## 10 ICT Project Management

In order to ensure quality and efficient delivery of technology solutions and manage associated risk, Fourier offers fit for purpose project management and administration support.

**Supportive** – PMO provides administrative functions and provide consolidated transparency of projects and status

**Controlling** – PMO prescribes tools, standards and processes and tracks projects against delivery milestones and assists project managers to manage risk, controls resource allocation, scheduling, and enforces prioritisation between projects. Measure business value delivered.

**Directive** – PMO provides project and programme managers as part of the outsourced service (Scrum masters vs classic PMP) bodies and actively participate in prioritisation activities.

## 11 Business Intelligence/Analytics:

Fourier offers fully scalable DevOps services to suit the client need and level of maturity. This service ranges from first, second/third line support to fully integrated DevOps squads delivering on the product evolution plan.



# Software Development Services

*Our teams are strategically selected and are made up of Solution Architects, Developers, Business and Systems Analysts as well as Project Managers. This allows us to look at your business from all necessary aspects and not only deliver the best possible solution for your business, but also make sure that it is integrated efficiently and effectively across all key departments.*

## Customised Software Solutions

- Windows based interfaces
- Web-based interfaces
- Mobile development
- IoT
- Optimisation of existing solutions

## System Integration

- SOAP, API, point to point, database integration
- Standardisation of integration services
- Applying security directives for secure integration
- Enterprise integration technologies (Talend, IBM BPM, Tibco)

## Automation and Work-flow

- Automation of manual business processes
- Building automated work-flow solutions

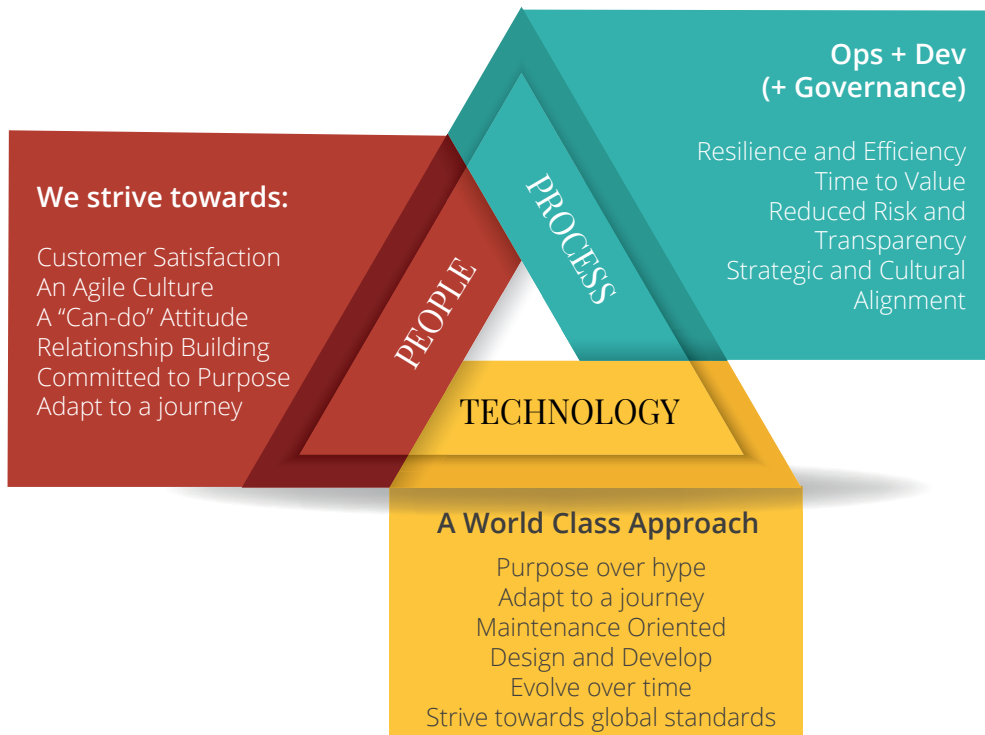
## Customised Development methodologies (according to client needs)

- Agile
- SCRUM
- Waterfall
- RAD
- Prototyping

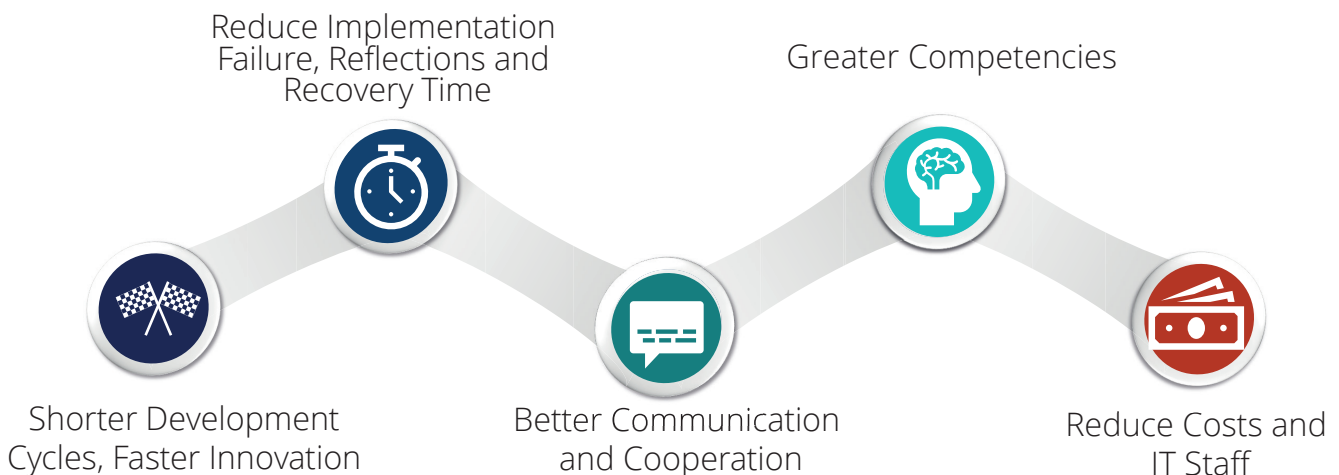
# DevOps Solutions & Services

*At Fourier IT we understand that getting BizDevOps right takes more than just the latest technology and tools. We have been driving DevOps success within the financial sector for more than 20 years.*

Our philosophy is that your business investment in IT (creation, operation and support) should not only deliver the expected business value at acceptable levels of risk, but also perform appropriately given the progress along your digital adoption maturity journey. In order to achieve this, it is vital to consider maturity across multiple dimensions and then adapt tools, teams and processes accordingly to create a balance.



## Why is DevOps beneficial for your business?



# Workflow/BPM

*Level up your Business Productivity and data integrity with Fourier IT's Digital Business Process Management (BPM) Solutions*

Ensure that every task across all business functions follows a predefined process, leading to consistent and accurate outcomes, which reduces errors and improves overall quality.

Automated workflows can track the progress of tasks in real time and generate reports, providing insights into performance, bottlenecks, and areas for improvement.

Ensure that every task across all business functions follows a predefined process, leading to consistent and accurate outcomes, which reduces errors and improves overall quality.

## Task Automation

## Process Standardisation

## Data Integration

## Tracking and Reporting

## Efficiency and Productivity

## Compliance and Audit Trails

Automate complex routine tasks such as sending emails, updating records, or generating reports across various platforms and systems.

Create seamless data transfers between systems and applications, ensuring that information flows smoothly between different parts of an organisation, such as CRM systems, databases, and ERP platforms.

Automate complex routine tasks such as sending emails, updating records, or generating reports across various platforms and systems.

**Take your business to the next level with a BPM solution designed for agility, efficiency, and excellence.**

Unlock your operations' full potential with Fourier IT's innovative Business Process Management (BPM) solutions. Our tools are designed to digitise and automate your workflows, empowering your organisation to achieve optimal performance, improved control, and significant cost savings.

We specialise in identifying sustainable technology strategies that automate processes seamlessly across systems, departments, customers, and suppliers. With our implementation, expect faster task completion, fewer errors, and user-friendly interfaces that consolidate data into an intuitive dashboard, streamlining interactions and eliminating inefficiencies.

Our BPM platform features advanced escalation and rerouting capabilities to ensure tasks never stall, helping you consistently meet service level agreements. Seamless integration with existing ERP systems reduces data duplication and boosts communication across your organisation, enhancing coordination at every level.

Supporting cloud, on-premises, and hybrid infrastructures, Fourier IT's BPM solution is flexible enough to adapt as your business evolves. Whether scaling operations or optimising specific workflows, it enables your organisation to remain compliant, innovate, and make informed decisions that drive success.

## Fourier BPM Benefits



### Cost Efficiency

Empowers departments to lower expenses and speed up turnaround times.



### Improved Efficiency

Streamlines routine business tasks such as travel requests, stationery orders, and capital expenditure, making them more efficient.



### Remove Uncertainty

Eliminates guesswork and unmanaged paper trails by creating a fully tracked electronic record, allowing for easy report generation.

# IT Support & Maintenance Services

*In a digital age it is critical to have your networks and systems well designed, maintained and thoroughly integrated throughout all departments. Our technology support team has proven themselves over many years on various platforms and environments.*

We strategically structure a team of developers, systems analysts, SQL administrators and more to support our clients with their specific requirements and challenges.

Our philosophy is that your business investment in IT (creation, operation and support) should not only deliver the expected business value at acceptable levels of risk, but also perform appropriately given the progress along your digital adoption maturity journey. In order to achieve this, it is vital to consider maturity across multiple dimensions and then adapts tools, teams and processes accordingly to create a balance.



## How does this translate into value for any Business?



### System Availability

Ensuring high levels of system availability on all LOB Systems, means mitigation of negative impact on revenue and productivity.



### Incident Management

By managing the quantum of incidents and ensuring the time to resolve is within reasonable levels, we are able to limited the impact on business operations thus resulting in service quality.



### Risk Management

When effectively managing the environment and ensuring all the software and patches are the latest, we can reduce the risk of non supported systems and data to a minimum.



### Deployment Management

Standardized and strict management of deployment ensures the integrity of the PROD environments.



### Problem Management

Our success is achieved by quickly detecting issues and providing solutions and workarounds, results is minimal impact on business and recurrence.



### Live by the Mission

Standardized processes and professional leadership ensure we achieve our mission to provide world class service to the client resulting in business enabled solutions to support revenue and profit objective.

*GAP is an assessment platform that easily integrates with enterprise systems to enable flexible field surveys, assessments and debriefs using mobile devices in a decentralised and disconnected way.*

## Contract Lifecycle Management

Collaborate on contracts seamlessly across all lifecycle stages. Keep important documents centralized for enhanced focus and efficiency, away from scattered emails and chats.

## Agree Better

DocuSign enhances organizational efficiency by automating agreements, from simple transactions to complex contracts, streamlining preparation, signing, action, and management processes.

## Trusted Worldwide

Our steadfast commitment to trust is upheld through stringent security and compliance measures. We tirelessly protect your trust and that of your customers.

### DocuSign eSignature

With eSignature, your modern business stays agile, enabling easy signing and sending from virtually anywhere, at any time.

### Integrations for every workflow

Streamline your workflows with connected integrations—more than 400 of them. Wherever you need contracts to work, they do.

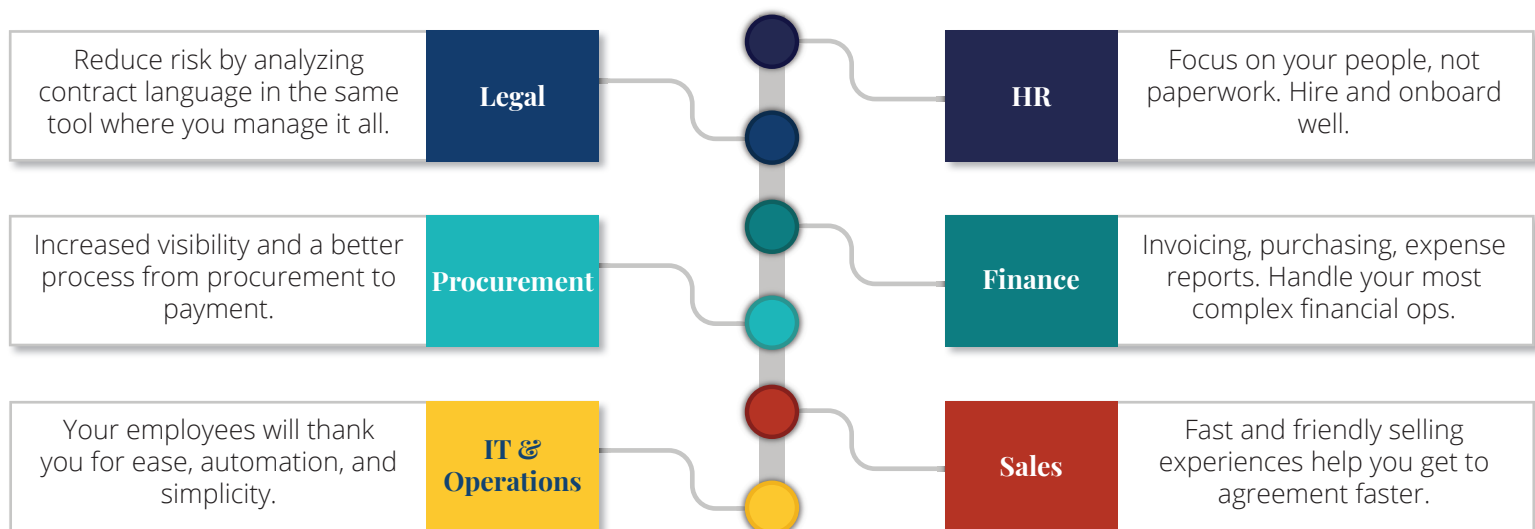
### Follow the leader

We're leading the way to a digital-first world. Follow us as we continue to change how business gets done.

## Your whole team deserves a great solution

Business moves fast, and today's customers expect convenience. Sometimes all it takes is a simple electronic signature. Sometimes it's a completely automated agreement process. Whichever it is, your digital transformation starts here.

Simplify your contracting process and give your customers the flexibility they want.



*Ab Initio, meaning “from first principles,” delivers innovative data processing solutions. They prioritise collaboration and client success, offering free Proof-Of-Concepts to ensure their software meets your needs.*

## Capabilities

Data arrives from every direction, growing in scale and complexity. Hidden in the data is knowledge and insight that is full of potential.

Such potential is only fully realised when it permeates through to every decision and action the organization takes, second by second.

As the business changes, so does the data itself, resulting in new knowledge and insight. A cycle is formed — learn and adapt.

Industries as far ranging as financial services, healthcare, telecommunications, manufacturing, transportation, and entertainment have recognised the opportunity. Getting there is both challenging and exciting.

### Data Processing Platform

An integrated data processing platform designed for speed, handling complex data and agile changes effortlessly.

### Cloud Native

Cloud-native applications improve efficiency, running in public clouds, VMs, or containers with elastic scaling.

### Real-Time Digital Enablement

Build robust, real-time digital applications with low latency, high throughput, and agile service architectures.

### Futureproofing & Modernisation

Futureproof your applications with a platform that adapts to evolving technologies and ensures longevity.

### Searching, Scoring & Matching

Rapidly and reliably identify relationships in inconsistent data using advanced search, scoring, and matching.

### BI, Analytics & Data Engineering

Drive growth with BI and data engineering: collect, analyse, and act on data faster for impactful insights.

### Decision Automation

Automate data-driven decisions in real time for faster, smarter responses across the digital enterprise.

### Self-Service Empowerment

Boost agility and productivity with self-service tools, empowering teams to turn data into action fast.

### Automation

Achieve agility with automation, reducing time to market and enhancing quality through adaptive processes.

### Data Catalog, Quality & Governance

Enable agility with a trusted data foundation — catalog, quality, and governance for clear, actionable insights.

## The Debt Manager Solution

### An Open, Configurable System

The Debt Manager software platform supports the entire debt lifecycle, from pre-collection through debt recovery, operationalising analytics throughout. It adapts to any type of collections and recovery environment, collecting more than 650 debt types in more than 60 countries around the world.

Built on an open, elastic architecture, it easily integrates with legacy systems, efficiently embraces new technology, and requires little to no upfront capital investment to get started. As a cloud-native solution, it offers rapid time to value and will never get to end-of-life.



Used by **4 of the top 5**  
UK banks



Used by **6 of the top 7**  
US financial institutions



Over **\$4 trillion** managed  
on Debt Manager

## What Makes Debt Manager Different?

### Configuration not Customization

Configurability and flexibility are at the heart of Debt Manager. Real-time workflows at customer, account and case level can be configured by the business user to maximize collections effectiveness and efficiency.

### Intuitive, configurable User Interface

A modern, intuitive user interface enhances the user experience and drives best outcomes. Highly configurable, the system uses business rules to dynamically tailor the display to the specific debt being worked and the role of the user.

### Decision Rules Management

Embedded rules engine drives decisions throughout the solution, from analytically driven strategy segmentation to real-time adjustments triggered by changing circumstances, to the tailoring of actions available to the agent.

### Cost and Time to Value

The breadth of functionality, configurability, and inherent efficiencies of Debt Manager, coupled with unmatched experience and expertise, lead to reduced time to value, lower on-going costs, and stronger return on investment, compared to other vendors.

### Cloud Native

Debt Manager is a cloud-native platform, providing rapid time to value, ease of integration, scalability, security, high availability and more, managed and updated in the C&R Cloud, underpinned by the expertise of Amazon Web Services.

### System Implementation

C&R Software's ability to successfully deliver complex Debt Manager projects to meet client needs is rooted in a blend of technical expertise and domain experience built up over 37 years and unmatched in the industry.

## PA-DSS & PCI-DSS Certified

Regular certification assures on-going compliance with industry standard security protocols to protect individuals' sensitive data, and the organization's reputation, for both Cloud and on-premises implementation.

## Open, Elastic Architecture

Debt Manager's open, elastic architecture makes adding new technology easy, meaning Debt Manager will continue to evolve with innovative, additional capabilities and efficiencies and never reach end of life.

## Compliance and Audit

Compliance framework allows organizations to react quickly to regulatory changes, via simple re-configuration of compliance rules. Messages presented to agents ensure compliant dialogue with customers. Comprehensive audit trails log all activity in the system.

## System of Record

Comprehensive system of record capabilities include configurable financial buckets and balances, payment application and apportionment, suspense payments, prior-period adjustments, interest processing, commission calculations, financial reporting, and more.

## Delivery Options

Debt Manager is an enterprise solution which can be fully tailored to meet complex business requirements. A pre-configured option is also available for a quick start and even faster time to value, with additional configurations added on demand to meet specific needs.

## End-to-end Solution

Debt Manager supports the entire debt lifecycle, from pre-delinquency, through early- and late-stage collections, to recovery of charged-off debt, third-party placement and debt sale. Why use disparate systems when one system can do it all?

## PA-DSS & PCI-DSS Certified

Debt Manager is used successfully by organizations of all sizes in a variety of industries, including banks and credit unions, telecoms, government agencies, utilities, collection agencies, auto, retail, and more.

## Multi-language and Multi-currency

Support for multiple languages and for debts in more than one currency make Debt Manager the solution of choice for global organizations operating in multiple regions.













# SuperVision Platinum

*Biometric Access, tailored for a South African Market.*








For the past 15+ years, Fourier has been the proud owner of an internally developed, time & attendance access control system. The system was built with a focus on South African business challenges. The system simplifies access and identity management through biometrics. It completely detaches business environments from pin codes and access cards. This highly secure system can save your business millions by preventing fraud and completely replace all paper-based systems.

SuperVision Platinum is powered by the Cerberus Cloud Software Suite that was designed to meet critical business needs from SME's to large Enterprise companies in the form of modular software. Our innovation was born in the Petrochemical sector and meets very stringent demands required in these sectors. Our software focuses on all requirements of business and special efforts have been made to be focused on safety and compliance. It is very rare to have one software suite that cover customers' needs from Entry to Exit of such premises.

**The Access Control System offers the perfect features for monitoring and tracking both vehicle and pedestrian traffic:**

-  Replaces the "old" visitor sign-in books
-  Photo capturing
-  Provides access to a Web Back End for live information
-  Banned and registered
-  Allows for Quick and Accurate Capture of Visitor Data
-  Text Input
-  Flags unwanted visitors
-  Voice note
-  Check in and Check out
-  Customisable search capabilities
-  Driver's license, ID, Passport and Barcode scanning - South Africa only
-  Customisable Questions

**SuperVision Platinum translates into comprehensive business reports:**

-  Business Intelligence, Analytics and Data Mining.
-  Comprehensive T&A reporting.
-  Customizable framework for accurate reporting.
-  Track movement of employees.
-  Manage exceptions.
-  Multiple payroll integrations.
-  Highly secure.



Contact us for  
more information on  
any of these products

[www.fourierit.co.za](http://www.fourierit.co.za)

+27-12 667-3232  
[sales@fourier.co.za](mailto:sales@fourier.co.za)

