COMMUNICATIONS

Independent Solution Aggregator

Company Profile

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1. Why ML Communications

ML Communications (ML) is an **independent integrator of advanced ICT solutions** including: Network, Cloud services and Unified Communication services. We offer an aggregation of ISP services to the South African market.

Through a collaboration of **multiple ISPs and vendors**, we take an independent approach to sourcing, building and managing converged communication networks, allowing us to deliver solutions that are best of breed while remaining **vendor neutral**. Coupled with the aggregation of these best of breed services, we offer **a carrier neutral network** that adds significant value to our clients.

ML is your **single point of contact** for your communication needs. From **VPN** to **cloud services**, **internet connectivity, fibre connectivity, wireless** to **mobile connectivity, security and firewall services, and more**.

A key component of what ML has to offer is partnerships with the right providers, with this in mind we have collaborated and worked closely with a vast variety of providers, each one adding distinct value to our portfolio of services. Along with these predominant collaborations, ML also undertakes to provide preeminent technology to our clients, ensuring the highest quality of service.

1.1. ML Partner Ecosystem

Our **partnerships** include:

- SEACOM
- Liquid Telecoms
- MTN Business Solutions
- Metro Fibre Networks
- BitCo
- DFA
- Vox
- Frogfoot
- Openserve
- Microsoft

2. Why ML Communications

Where rapidly changing technology is concerned, outsourcing to a competent and experienced, independent aggregator and managed services solution provider is important. ML is able to address an organisation's current needs objectively. ML is truly agnostic and leverages off high-end, best-of-breed infrastructure. This means that as technology changes, ML is able to offer the best, most objective, service option.

2.1. Key Considerations

The following are key considerations in why ML should be your first choice:

- No one network has a real advantage for too long. There are growth points in each of the primary networks/infrastructures in Africa, but no network holds a competitive advantage in any one region indefinitely. This means, what seemed logical with one service provider this year, might be outdated the following year. As such, ML keeps organisations' infrastructure current and appropriate.
- ML doesn't 'reinvent the wheel'. ML utilises each network where appropriate, without having to bear the associated operational costs and risks. This gives ML the option of supplying the best of what the total African Market has to offer, at any given time.
- ML isn't locked into any infrastructure and therefore, will continually benchmark the industry on cost, service delivery and technology, passing these benefits on to our customers.
- ML's experience in the convergence, cloud messaging and broadband arenas, allow us to navigate the confusing and often volatile communications market, thereby eliminating a 'trial and error' approach which most companies have to experience.
- We customise solutions for our clients' needs. Based on our agnostic approach, ML utilises varying components of a multitude of primary networks (and service sets) to deliver the best possible service.
- ML has a strong ethos in terms of customer service excellence and superior service delivery. ML provides an interface function at a level that ensures results.

ML's extensive provisioning of networks allows us to **leverage economies of scale** and effectively deliver these services at collectively far more competitive rates. These services are built on a world-class, secure and resilient infrastructure, delivered according to global best practices and affected in partnership with the world's leading technology vendors. It is through these services and solutions that ML creates a competitive edge for its **customers' communication needs**, and thereby promotes sustainable business growth.

3. ML Communications' approach to IT

To meet the evolving challenges of delivering IT services to businesses, we are seeing an increase in organisations moving to **best-of-breed hybrid IT solutions.**

We generally see estates comprised of siloed infrastructure with one or more services that have been introduced over time. When taken together, these various technology stacks provide organisations with a tremendous amount of capability. However, this typically introduces a lack of proactive management, clear visibility, and structure around these capabilities. Unfortunately, the issue most organisations are facing is the **high level of complexity** associated with this vast array of technology. We often hear that internally executing on integration of the various platforms and tools is hard, costly and opens up unique sets of challenges for IT organisations.

Some of the challenges we see companies facing with this growing technology sprawl and the current global economic climate include, but are not limited to:

- An ongoing drive from the business to reduce costs
- Increasing security and governance requirements
- Ensuring business continuity and disaster recovery readiness
- Dealing with legacy applications
- Skills shortages
- Optimising network latency and performance
- Increasing agility and turning around solutions faster
- Ensuring clear alignment to business outcomes
- Vendor technology that doesn't integrate with other technology sets

Businesses have reached the point whereby technology is now a critical enabler for competing, be it front-end competition such as that seen in the highly competitive retail market or back-end competition such as the innovation in logistics that has driven lower costs across the supply chain.

Organisations are already **hybrid** in nature through the **plethora of technologies** and **delivery models** that are in place. Our approach to maximising the value from this hybrid landscape is to streamline the estate, remove siloed complexity through service integration and deliver **end-to-end simplicity** through **"as a service" consumption models** for our clients rather than just introducing additional technologies procured through a traditional capex process.

We have a proven ability to successfully deliver integrated solutions across **complex hybrid IT environments** that leverages the combined value of an agnostic approach, underpinned by customer service excellence and superior service delivery while offering our clients high levels of flexibility and innovation both technically and commercially.

4. ML Solutions and Services

ML services are focused on **converged communication** and **cloud computing services**. In this ever-changing landscape, we make it our business to understand the plethora of services available and continually add to that portfolio. Most important to us is to understand our clients' needs and to architect the solution that best answers their requirements.

Our **service provider aggregated solutions** comprise next-generation converged communication and cloud computing services including:

4.1. Managed Connectivity Services

Our network ecosystem caters for multiple connections to provide a managed network environment. This architecture allows us to be independent of one particular service provider and allows aggregation of carriers and connectivity types, including:

- Fibre
- DSL
- Satellite
- Wireless
- Mobile

4.2. VPN Solutions

VPN (virtual private network) services have become standard practice for organisations with multiple branches. VPN services take into account an organisation’s need to be protected from but still connected to one another. ML offers VPN services, be these for a small number of branches wanting to communicate and share infrastructure, or for large multi-nationals with varying forms of connectivity; from branches throughout South Africa, Africa or the world, requiring guaranteed Quality of Service (QoS).

4.3. VoIP Services

Voice over IP (VoIP) is a large growth area and a key component of a unified communications network. Making use of one network to deliver on voice and data services, allowing for voice to be treated as data. There are a number of factors when choosing a VoIP strategy, costs and ROI’s being the obvious starting point. Quality, stability, scalability for future growth and ability to adapt to changes in the market are other areas which must be understood. ML focuses on understanding these requirements and configuring the solution that best answers the voice and VoIP requirements.

4.4. Cloud Computing

The starting point in a cloud strategy is a robust infrastructure. That is why ML partners with the Cloud Providers / Hyperscalers that use the best of breed technology. Architected across multiple data centres to ensure additional redundancy, customers can choose between single instance or georedundant services.

Decisions need to be made about utilising Software as a Service (SaaS) as well as using Infrastructure as a Service (IaaS) and platform as a Service (PaaS). In your IT environment. All three

of these services determine your total ROI comparison when deciding between onsite and cloud. That is why ML's Cloud Computing offering includes:

- Infrastructure as a Service
- Platform as a Service
- Software as a Service
- Cloud Managed Services

4.5. Digital Advisory Services

We use information, technology and experience to increase the value and efficiency of every aspect of your business.

Digital transformation has forever changed the nature of competition, the business landscape no longer conforms to traditional structures and your business is under threat from industries and markets which didn't previously exist. Our Digital Advisory Services include:

- Cloud Cost Estimates
- Cloud Readiness Assessments
- Infrastructure Design
- Migration Services

4.6. Security Services

Security services form the cornerstone to a well-designed and managed network. The Internet, traditionally built to be open and shared, comes with its fair share of security concerns. With an estimated 85% of all mail being junk or spam; with phishing attacks being a daily occurrence and operating systems and networks being a focus point for breach, one easy weakest link may be all it requires for a network and information to be left vulnerable. ML provides security services including:

- Network Security (Firewalling, IPS)
- Mimecast's Email Security
- Cyber Threat Assessments
- Security Advisory Service

5. SLA and Client Services

ML Communications will provide a resource that will own the below functions for delivery:

- Regionally based Solution Architect
- Consultative function with audits and due diligence
- Detailed architecture descriptions and diagrams mapped to an account plan
- End state and road map provided
- Regionally based Project Manager
- Proactive, high touch engagement
- Weekly project meetings
- Weekly project progress updates
- Detailed, manual handover to Assurance
- Delivers services according to agreed service levels and performance targets, in line with your business requirements
- Operations and delivery services are available 24/7
- Monthly reporting
- Escalation Management
- Proactive incident management and problem management
- Service Level Agreement (SLA) management
- Weekly or monthly meetings as per client request
- Service improvement planning
- Annual Review
- Annual Audit

6. ML Communications Contact Details

We welcome any enquiries regarding this document and its content, please contact:

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