



Alteram ICT Services and Solutions

YOUR VISION. DELIVERED.

Managed Services
Omni Channel CRM Solutions
Data Management and Analytics



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Who we are

Alteram is a South African black-owned ICT services company, providing a range of services and solutions from managed services for business processes or ICT infrastructure, to omni channel CRM solutions, to robust data management and analytics solutions.

We support companies to bridge the digital skills shortage in South Africa and to enable them to thrive in the digital age. We leverage technology and our expertise to improve the performance of organisations and to provide digital services to their customers at speed.

Through our pursuit of cost effective business value, and commitment to excellence, we help our customers to drive sustainable growth, empower businesses and public sector organisations and their customers. We aim to be the premier provider of tailored solutions and exceptional IT services, designed to meet our clients' unique needs, budget, and timeline.

With our track record and strong vendor relationships built over the last decade, we offer competitive prices and address the significant challenges faced by organisations and governments in an ever-changing environment.

What we stand for

We listen - our guiding principles are deeply rooted in a strong emphasis on active listening, fostering an environment where inclusivity, empathy, and honesty are valued.



Customer focused

We are driven by our clients' goals and objectives, forging a partnership focused on long-term value creation and customer satisfaction.



Quality

We maintain the highest standards throughout the consultation and implementation of our solutions and services.



Innovation

We enable continuous innovation cycles for the customer by utilising cutting-edge technologies, creating valuable processes, and forging the right partnerships.



People centric

Our people are our greatest asset - with more than 1000 employees with extensive experience and expertise, serving as the driving force behind our success.

Our Defining Moments

Founded by Garth Madella and Philip Arnold, Alteram Solutions values active listening ("we listen" in Latin). From a Morningside cottage, they served early clients, including a wind farm in Plettenberg Bay, offering application development and IT services.

2013

2014

DHL, an early and long standing client, benefited from Alteram's integration of IT Business Intelligence in a bespoke ten-seater call centre for automated data management. This became the foundation for future projects for standardisation and data consistency.

Alteram moves to small premises in Midrand.

Alteram's national call centre for DWS debtors is a growth point for the company. Operating in 11 languages, it recovers millions by identifying and contacting top defaulters for prompt resolution.

Alteram's partnership with Telviva begins with the implementation of its "PABX in the cloud," providing a foundation for future call centre projects.

2015

2018

Alteram's inaugural project with the Department of Employment and Labour (DEL) is a data-driven call centre, empowering citizens to access unemployment benefits through the Legerro data management and analytics platform.

Alteram establishes an SAP Competency Centre comprising 70+ dedicated consultants, providing support and maintenance services to clients, including the Department of Employment and Labour.

A major milestone reached providing biometric solutions and technical support to 300 DLCA (Driving License Card Account) sites in South Africa.

2020

Tshwane City Council, South Africa's largest municipality, contracts Alteram for outsourced ICT support.

2021

The Department of Employment and Labour UIF uFiling project connects all points of contact with an omnichannel solution through Alteram's Digital Customer Experience (DCE), easing pressure on local UIF branches and speeding up customer queries resolution.

2022

Alteram's Sassa managed services contract provides on-site and remote support nationwide. 90% of issues are solved via a centralised help desk, and the rest are handled by on-site technicians.

2023

Alteram moves to new premises in Midrand

Department of Home Affairs digitisation project kicks off

Our Geographic Footprint

Alteram Solutions has an extensive national network encompassing major cities, provinces, and smaller towns throughout South Africa. Our head office is located in Midrand, but we extend our reach across various provinces, cities, smaller towns and urban areas. With this flexibility, we provide support across multiple locations, catering to the needs of our large clients.



Midrand
Centurion
Polokwane
Mbombela
Margate

East London
Bloemfontein
Kimberley
Cape Town
Zeerust

Satellite geo-coverage

Eastern Cape	72
Free State	26
Gauteng	53
KwaZulu-Natal	81
Mpumalanga	48
Limpopo	
North West	42
Northern Cape	53
Western Cape	23



Invested in the future

Embracing what connects our world, people, and limitless possibilities. Alteram Solutions is a dynamic, black-owned and managed company, with an exceptional representation of 60% black female employees. We aim to significantly contribute to the growth and sustainability of our economy. From supporting local community education programs with ICT infrastructure and power supplies to structured learnerships, our approach to giving back to society is based on different pillars.



BLACK ECONOMIC EMPOWERMENT

At Alteram Solutions we are committed to driving corporate social responsibility through Black Economic Empowerment (B-BBEE ICT organisation). Our commitment towards B-BBEE is a fundamental part of our business strategy and values.



EMPLOYEE SKILLS DEVELOPMENT

Our employees are our most valuable asset. Through our skills development program, we enhance their skills and ability to deliver excellent service, resulting in improved performance and efficiency. Equal access to training fosters a positive mindset among our employees, making them motivated, engaged, and confident in their contributions to the business.



COMMUNITY & YOUTH

Our Internship and Learnership programs prioritise community and youth development. We nurture aspiring professionals, fostering a culture of continuous learning. Our Internship program offers valuable work experience and exposure to transformative technologies. Over 100 professionals have completed the program, gaining further education and certifications for a competitive edge.



LEARNERSHIP PROGRAM

Our Learnership Program has enrolled over 150 learners in practical and theoretical programs, leading to a SAQA accredited qualification. Learners receive mentorship and coaching from highly qualified employees during their workplace experience. We partner with industry-leading training providers and offer clear career paths, from learnerships to internships, leading to full absorption as professionals within our organisation.

Why Alteram

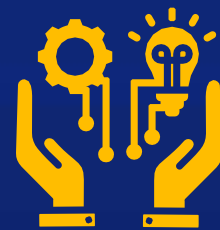
At Alteram, we are your strategic partner, dedicated to maximising your organisation's performance and enabling long term sustainable growth through ICT services and solutions for managed services, omni channel CRM solutions and data management and analytics. Our end-to-end ICT services seamlessly integrate ICT consulting, technology, talent, and operations, empowering your success in the ever-evolving business landscape.

Over the years, Alteram has successfully partnered with numerous organisations, helping them streamline operations, drive innovation, reduce costs, and focus on core competencies. Partner with Alteram, and together, we'll unlock new possibilities and shape a successful tomorrow for your company.

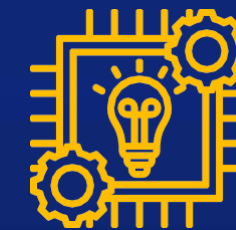
WHAT SETS US APART



Our team comprises diverse and high-end skills, including an SAP competency centre. We adopt a proactive services approach, continuously training and certifying our experts to stay at the forefront of industry advancements.



Domain and industry agnostic, our solutions are on-demand, hosted, and ready-to-use. We leverage strategic partnerships to provide you with the best-in-class technology and support.



Our flexible and customised operating model facilitates transformational planning and innovation processes tailored to your unique needs.

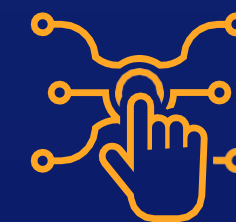
HOW OUR SERVICES AND SOLUTIONS HELP YOU



Make strategic decisions that shape the future of your company, driving innovation and staying ahead of the competition



Access cutting-edge technology and talent without significant upfront capital costs, speeding up your digital transformation journey



Streamline your operations and tap into valuable insights to make data-driven decisions and stay agile and flexible

Creating an Omnichannel CRM solution for DWS

Enhancing Customer Experience and Achieving Efficiency for the Department of Water and Sanitation (DWS)



The Department of Water and Sanitation (DWS) faced multiple challenges impacting customer experiences, such as inefficient communication, limited accessibility, manual processes and limited customer insights, resulting in dissatisfied customers and operational inefficiencies.

To address these, DWS partnered with Alteram Solutions to establish a comprehensive Cloud Based Contact Centre and Customer Relations Management solution, complemented by physical hotline and Walk-in Centres. The SAP Cloud for Customer solution was expertly configured and custom developed to precisely fulfil DWS's business challenges.

The result: streamlined operations, improved customer communication and response times, and enhanced customer satisfaction.

Walk-in Centres and hotline enhanced accessibility and customer satisfaction, seamless system integration eliminated data silos, providing a holistic digital view of customers. The automation of manual processes has led to streamlined operations and quicker issue resolution.

The partnership with Alteram Solutions optimised both customer experiences and internal processes for DWS, ensuring a positive return on investment.

Creating a Multichannel CRM solution for DEL

The Department of Employment and Labour faced challenges in receiving, processing and digitising unemployment benefit applications efficiently and providing quality customer service to citizens seeking support. The existing process was time-consuming, manual, and lacked visibility, making it difficult for employees to track and manage cases effectively. The lack of a streamlined system also made it cumbersome for people to register and apply for unemployment benefits, leading to frustration and delays.

DEL partnered with Alteram Solutions to implement a DEL Contact Centre CRM Case Management application and DEL Web Self Service Ticketing System. These applications equipped the contact centre with powerful tools for efficiently handling customer inquiries and cases. In addition, a dedicated contact centre with 300 skilled resources relieved the department's workload in handling unemployment benefit applications and customer inquiries. Leggero Advanced Search and Workflows streamlined data management, making applications digitally traceable and accessible.

The success of the solution led to a substantial reduction in the time people spent making unemployment benefit applications, as the entire process became digital and customer-friendly. Alteram's comprehensive approach significantly enhanced the department's operations and customer service, benefiting both citizens and employees.

Revolutionising Unemployment Benefit Application and Customer Service for the Department of Employment and Labour (DEL)



Ensuring consistent service delivery for SASSA

Transforming Social Grant
Services for the South
African Social Security
Agency (SASSA)



South African Social Security Agency (SASSA) faced challenges in efficiently supporting its vast network of branches spread across rural and urban South Africa. The sheer scale and diverse geographical locations of these branches made it challenging to address citizen requests promptly and ensure consistent service delivery.

To tackle these challenges, SASSA partnered with Alteram Solutions to introduce an innovative approach, including a centralised call centre to serve as the first point of contact for support inquiries. This centralised approach allowed 90% of the calls to be resolved remotely through the contact centre, significantly improving response times and efficiency. In addition, Alteram established remote service support leveraging the power of advanced technologies as the primary mode of addressing issues. This approach facilitated quicker resolutions without the need for on-site visits, saving time and resources. For the remaining 10% of complex issues that required on-site assistance, Alteram deployed skilled on-site technicians to promptly resolve any challenges faced by the branches in rural towns.

As part of the managed services contract, Alteram took charge of SASSA's entire ICT infrastructure, optimising operations and ensuring prompt social grant delivery. |

The result: Nationwide support, improved issue resolution, and cost savings, empowering SASSA to focus on its core operations and enhanced beneficiary services.

Alteram's SASSA managed services contract stands as an excellent example of an ICT infrastructure complete outsourcing and support solution, enabling the organisation to efficiently manage and maintain its vast network of branches and deliver critical social grants to those in need.

Establishing data management & analytics for ADM

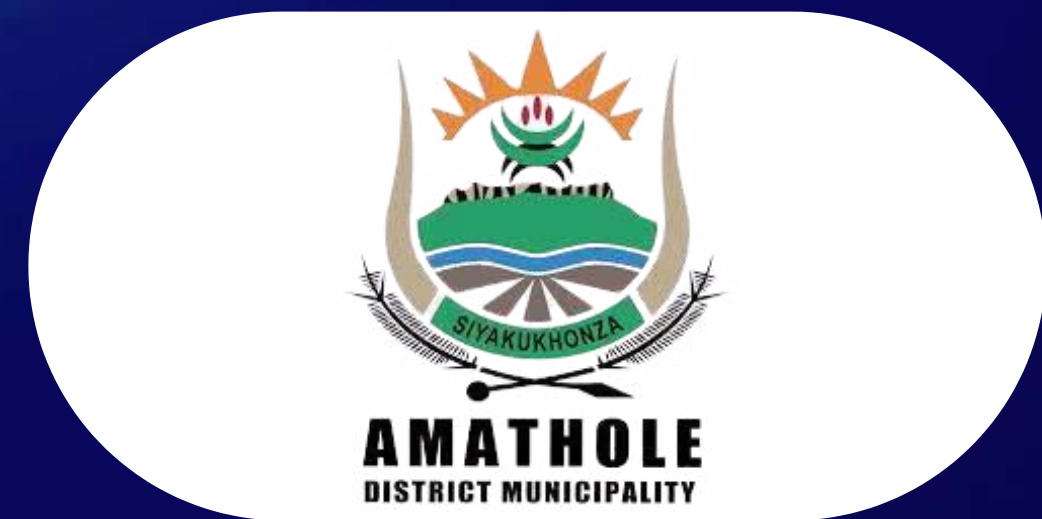
Amathole District Municipality faced a critical challenge in effectively gathering, analysing and presenting operational, tactical, and strategic information to enable managerial decision making. Outdated and disparate data systems led to data silos and outdated information that hindered their ability to gain valuable insights and make informed decisions.

To overcome these hurdles, they partnered with Alteram Solutions to establish a transformative solution that would provide real-time access to data and streamline the extraction process from various sources. Utilising the Leggero Data Management and Analytics Platform, Alteram seamlessly integrated data sources and proprietary databases, breaking down silos, ensuring an uninterrupted flow of critical information in real time with easy-to-understand data visualisations.

With Leggero Data Management and Analytics Platform, powered by the Hadoop Open Source Big Data Framework, Amathole is now able to store, access, homogenise, and analyse data from diverse sources in different formats for continuous data flow.

With Alteram Solutions' innovative approach to data management and analytics, Amathole District Municipality not only overcame their business challenges but also unlocked new opportunities for data-driven decision-making and strategic planning. The collaboration with Alteram Solutions stands as a prime example of a successful data management and analytics partnership, empowering organisations to thrive in a data-rich and insights-driven landscape.

Enabling data-driven decision making for Amathole District Municipality





YOUR VISION. DELIVERED.

For a discussion on how our services and solutions can help you realise your strategies efficiently and cost-effectively, contact us.

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