MARBRITECH

Intelligent Business Solutions

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hp DELL lenovo FOR THOSE WHO DO. EMC² cisco Microsoft

vmware VEEAM Modern Data Protection SOPHOS ORACLE

About Us

MarbriTech was founded in 1998 as a technology solutions company with a focus on high quality, innovative, lean solutions, using leading brand technology.

These end-to-end solutions include analysis and design, installation and integration allowing us the necessary insight to realise impressive ROI figures, while meeting the technical demands and company objectives of your business. Naturally, these are coupled with after sales support and management across the computer environment.

A successful business ethos includes a passion for excellence, driving a high standard of work with rapid and reliable technical assistance.

Our enthusiastic, dynamic people all possess a strong desire to achieve this ethos, ultimately sharing a common goal of customer satisfaction. This daily drive has ensured lasting client relationships spanning decades, making us trusted advisors to our clients.

We take pride in being the first point of call as and when a client has a requirement.

Our track record and over of 40 years of combined information technology industry experience, mean a remarkable history of maintained relationships, with client references proving such.

Infrastructure Solutions

Brands, Pre-Sales, Implementation, Management Services, Logistics And Configuration

We are completely brand agnostic, as we understand the importance of suggesting a vendor with a good cultural fit to your organisation, with a proven track record in your vertical along with aftersales and support needs. Every client is different, it is therefore extremely important that we align a vendors strengths to each client's needs, where possible.

Some brands supplied and supported:
HP, DELL, Lenovo, EMC, Cisco, Citrix, Oracle Mimecast, Microsoft, VEEAM, VMWare, Sophos, Symantec, Citrix.

Pre-sales:
Our highly skilled pre-sales team take a strong focus on the requirements of your business while creating a solution to meet your immediate needs, scalability based on past growth and company projections, and more importantly, flexibility to allow the necessary infrastructure support should the business focus need to adjust at short notice. These aspects assist in determining and measuring realistic ROI and TCO for each infrastructure area.

Our fantastic relationships at each vendor give us access to loan units for end user trials and requirements prior to deal sign off. This allows for simulated support and after sales testing, application testing with the available management tools prior to a proposed solution being accepted.

This thorough approach ensures fantastic change management results, along with seamless change over in a prescribed period.

Implementation:
The key to any successful implementation and deployment, is planning. Our methodology is to plan backwards from the desired result, to the starting point, segmenting each step into its own project. This allows for realistic timelines, with the necessary testing and quality control being involved in each step sign off. This methodology allows the sub-contracted work to be completed prior to installation of the enterprise infrastructure equipment, ensuring arrival in a clean, correct environment for the final stages of implementation.

Further to this, and through our longstanding relationships with our distribution partners, we are able

to create an environment in a ISO9000 SABS approved-center for the necessary testing to take place prior to deployment. This center is capable of containing a 100 device network and has been essential in completing the necesary testing required in 'quick deployment' scenarios, or temporary DR site needs.

Management Services
Our management services offerings encompass the infrastructure layer, including networking, storage, computers and associated devices through either a single pane of glass, to a fully functional video wall spanning the length of your data center.

Logistics and Configuration
Our ability to adapt to changing market conditions, combined with embracing flexibility, have been important elements to ensuring our operational existence over the past 18 years.

One such example is the evolution of the logistics elements of our business. The supply chain from distribution was the obvious point of leverage, as it carries a zero cost to us, is outsourced by distribution and therfore immediately scalable as and when required, on a national level.

The ability to strip these costs from our business almost completely is a significant contributor to operating profitably at low margins. A change which brings significant benefit to our clients by removing unnecessary costs and steps per process:

• Rapid delivery - The step of delivering to us for processing and invoicing prior to despatching to clients has been eliminated

• Immediate despatch from client fulfilment needs held at distribution level - A step eliminated by not having to issue a PO against stock holding and scheduling a driver to collect from distribution

• Access to the distributors large scale technical department for imaging, asset tagging and addition of accessories, a step which has gone a long way in reducing turnaround times in instances of DOA (dead on arrival) machines being swapped out. A usual 3 day process, reduced to a matter of minutes as swap out and replacement stock is on hand immediately

Finance

Through our financial services provider partners, specialising in financing of all 'office related' aspects, we are able to structure the most affordable solution to best suit your immediate needs.

Rental agreements provide clients with uninterrupted use of the equipment, with the option to either take ownership of the equipment or return the equipment back to the bank at the end of the finance term, subject to certain terms & conditions.

Benefits to rental agreements include:

• Working capital remains intact as no deposit is required

• Rentals are not balance sheet items and consequently do not require capex approval

• Purchase of cutting edge technology is facilitated

• Initial monthly rental fees can be reduced by applying an annual escalation, supported by the additional turnover generated by equipment acquisition

• Rental implies not only that cash outflows are minimused, but that the become predicatable, therby enhancing turnover generated by the equipment acquisition

• Existing credit lines are unaffected, with the monthly rental fee being tax deducatable and no more than a small a small percentage of an up-front cash price

Africa

Through the experience gained in supplying and supporting infrastructure throughout the African continent for more than a decade, we have developed competitive pricing structures through stripping out costs associated to the South African supply chain and support cost rquirements, not applicable to the African market. Being an HP Africa Business Partner allows us access to global pricing agreements, specific product codes and made to order equipment often utilised by multinational corporations. Our shipping methodology ensures quick turnaround times when despatching goods, with pre-clearance being carried in every possible instance to ensure seamless arrival at the destination.

After Sales Support

Support outside of South Africa is not always at the level desired by customers. If the standard manufacturer warranty and support services are not what your business requires, we are able to work collaboratively with you to define processes that ensure your business service level expectations are met and exceeded. Through our experience in refresh cycle's that outline after sales support as a main differentiator, we understand the challenges faced by organisations and have come up with additional support mechanisms for territories outside of South Africa.

Repairs

Through linking with your IT department, we diagnose the problem remotely, logging a call on your behalf with the relevant South African support center.

Depending on the service level agreement, the unit is either sent back to us via DHL and once repaired, returned to the originating country.

Alternatively, we diagnose and ship the new part to country to be replaced by staff in country by the clients technical team. The faulty spare is then sent back to the support center in South Africa, replenished and credited.

Spares Kits

In circumstances of high availability solutions, we are able to determine spares kits needed for your enterprise infrastructure, right down to notebook and desktop cycles, which are supplied as separate items to ensure immediate resolution to failures. A tailor made replenishment process is then activated once a spare part has been utilised to ensure a quick replenishment cycle.

Stock Holding

Our stock holding of specialised equipment and or part numbers specific to a multinational corporation with offices spread across Africa and requiring rapid supply is available and housed in a Johannesburg warehouse, or bond store. In instances where offices are based in SADC countries, stock holding can be managed in country where possible to ensure quicker turnaround times.