

# tauspace

solutions | services | strategies

## profile

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## Mission

To provide services and solutions that inspires innovation to generate business value.

With specialist skills in the ICT sector, TAU SPACE is committed to ...

- Providing high calibre services and solutions based on our professionalism, integrity and expertise.
- Building lasting client relationships from mutual working experiences.
- Helping clients achieve their business objectives.

We use our talents to tailor services and solutions to our clients needs, giving them an edge in the global market place.

## History

Tau Space Solutions was founded in 2001 as a consulting company operating within the ICT sector. The organisations core focus was service centric in the domains of architecture and project management. In 2004, Tau Space Solutions evolved into the now Tau Space.

Tau Space has a three-fold strategy with focuses on product development, management consulting and outsourcing services.

Tau Space is wholly black owned and plays in a niche domain that few BEE organisations attempt to delve into within the ICT sector. Our strategic services are founded upon the relationships that our directors have developed in both the private and public sectors based on their reputations to deliver whilst ensuring overall quality in demanding environments.

## Work Streams

Tau Space operates within three domains ...

Solutions	Services	Strategies
WirelessWorx product suite	Mobile application hosting	High value business consulting
Systems integration	Support and administration outsourcing	Strategy
Turnkey application development		Architecture: Enterprise and Business
Mobility Solutions		Architecture: Applications, Systems and Networks
Portals		Project and Programme Management
Content management		
Application and data integration		

## Solutions

These are primarily complete solutions or system integration efforts tailored for our clients based on their niche requirements. We also have a range of mobile connectivity solutions developed from our continual involvement in the telecommunications market space.

The foundation of our connectivity solutions are based on business process improvements and operational optimisations that directly affect the bottom line. In addition, we are fully committed to assessing the business needs and processes before we attempt to introduce technologies into the equation.

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We also customise our product suites around existing client solutions to broaden the scope of their infrastructure to include mobile connectivity. We have specialist skills in the development of portals, content management solutions and CRM extensions that are suited to interact with mobile devices.

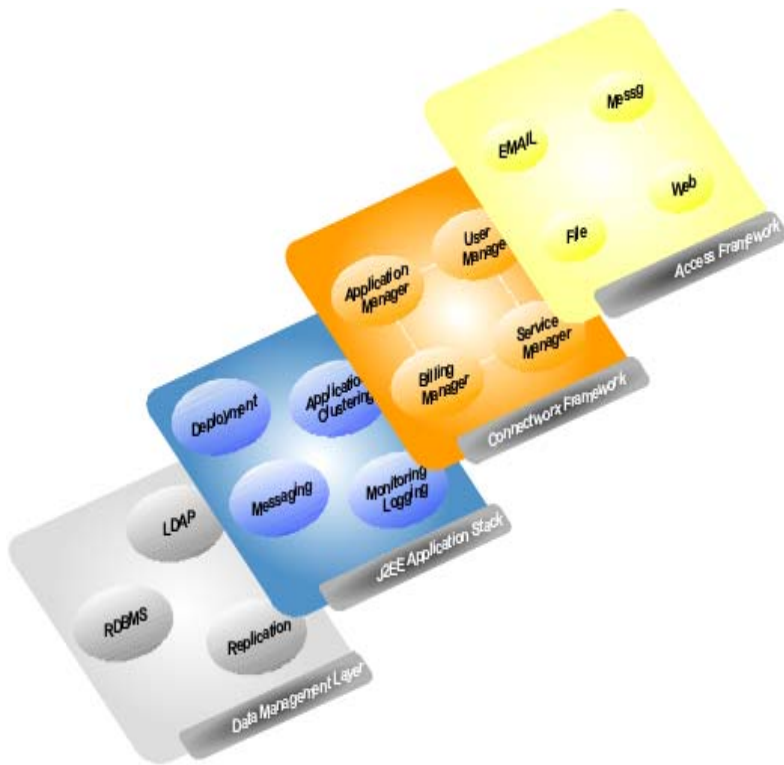
<b>Presentation</b>	HTML, XML, CSS/ XSL, Windows Forms	✓
<b>Scripting</b>	DHTML, VBScript, ASP, JavaScript, Perl	✓
<b>Web Server</b>	Weblogic, IIS, Apache/Tomcat	✓
<b>Middleware</b>	EJB, CORBA, COM/ DCOM, TUXEDO, Biztalk, Web Services	✓
<b>Application Server</b>	DOTNet, JBoss/Tomcat, Weblogic	✓
<b>Application Programming</b>	C/C + +, VB, Python Java 2	✓
<b>Database</b>	SQL Server, Oracle, My SQL, Postgres	✓
<b>Infrastructure</b>	CISCO, HP, SUN	✓

*Our solutions employ industry proven technologies and internationally accepted best practices in development and design.*

# Services

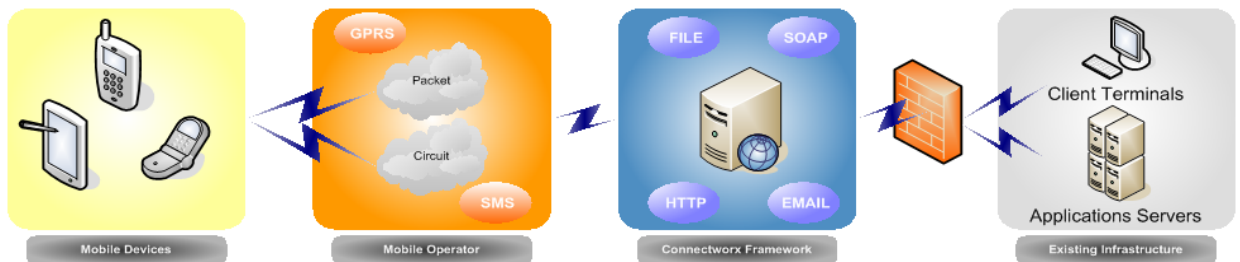
We understand that not all our clients will benefit from owning and managing their mobility infrastructure, and in these scenarios we take over these operational activities from them. In these special instances we host our client's services, allowing them to focus on their core business while we deal with the operations and maintenance of their mobile offerings.

We also see a middle ground emerging, where clients have the infrastructure to host their services but either do not have the internal skills to manage and operate our applications, or see no business benefit in doing so. We often find it beneficial to engage our clients in an outsourcing agreement where we manage and develop on our infrastructure, while it resides on their site.



*Our suite of products includes wireless middle ware that connects into your existing integration frameworks that enable your applications to use SMS as an interaction medium.*

*Core to the solution is the ability to manage end user interactions, service provisioning and user management. A flexible reporting framework ensures that virtually any type of report for business and statistics purposes can be drawn.*



## Strategies

We aim to be synonymous with high value consulting in within the markets we serve.

Our consulting services are strategic and of a high calibre and are focused in the following domains:

Strategy

- Architecture
- Project and programme management
- Design and implementation

Our strategic and architectural consulting are complementary, helping clients tie their strategic business objectives to tangible technology roadmaps and architectures that have vision and are manageable. Our perception of architecture encompasses the entire spectrum of business activity and employs industry proven models and patterns.

We are fully capable of taking these architectural blueprints and *operationalising* them. Our project managers are skilled and would complement your project teams.

We are also impartial and have an objective point of view in vendor evaluation and management.

TAU SPACE:

- Can effectively collaborate with and augment the current resources without disrupting the on-going processes.
- Is network and vendor independent yet technology aware.
- Is a boutique organisation working in the ICT sector affording you a deep insight as well as flexibility necessary to accelerate your market entry.
- Is result-oriented and will be seeking tangible deliverables and quick wins right from project inception.

Our local experience in communications thought leadership and strategy enables us to:

- Fast track the project given our experience
- Build on the work done by yourself, hence protecting the investment in the work that has been carried out so far.
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Our extended value to you would ensure:

- You can continuously derive benefits out of the proposed engagements that would lead into future envisaged projects, and
- Tau Space strives to guarantee customer satisfaction

## Consulting Expertise

Our view of any technology deployment takes three basic tasks. The first strategies and architects solutions and enterprise processes. The second entirely focuses on the implementation and deployment of the plan. This may involve application and network development or the development of operation business processes. Finally, all efforts need to be operationalised and supported. The table below is a view of how we see sub-project initiatives that we have expertise in, tying up into the high-level turnkey effort.

Strategy and Architecture	Implementation and Deployment	Operation and Support
Strategic and architectural alignment to business initiatives	Programme management	Operational change management
Technology assessments and roadmaps	Project management	Configuration management
AS-IS architecture definition and analysis	Application and network design	Operational systems support
TO-BE architecture definition and planning	Deployment and testing plans	Training
Governance and management policies		
Risk management		
Capacity planning		

## Project exposure

Our involvement in the ICT sector has given us vast experience in a number of technology domains. Our experience as TAU SPACE follows, however consultants that work for TAU SPACE bring to the engagement their past experiences across a number of industries as well.

### MIS/BIS/EDW and Knowledge Management

Our project experiences in this field have been primarily in the telecommunications and media sectors and have taught us that the very nature of each industry has an impact on the overall implementation strategy.

In telecommunications, the implementation approach leads to repetitive data-analysis and aggregations on the data that core systems generate before it is of any business value due to the high data volumes. Network-to-user events relate to physical subscriber activity that is implicitly used to determine business and subscriber trends while at the same time is useful in computing the cost of services.

In the media industry, the core data is the content of digital assets that needs to be treated very differently since the document itself can be explicitly valuable to a customer. Greater aspects of knowledge management surface here where tools are used to automatically categorise and relate similar content that can be used to promote additional sales.

Unlike the telecommunications use case, where high performance computational tools are used to aggregate high volumes of data, natural language analysis plays a more predominant role in media asset repositories.

### Enterprise Application Integration

Involvement in a number of industries has taught us that large IT organisations in general buy best of breed technologies and integrate them. We have been involved in engagements where we have used our integration skills to assist clients in getting their enterprise applications interacting with each other – either real-time or in batch.

We have seen a number of changes in the manner in which integration occurs. Initially integration bus based technologies and frameworks that were popular, are now evolving to service centric ones, promoting the service-enabled enterprise using technologies like J2EE and Dot NET.

By virtue of the nature of work done in the integration space, we have touched the other areas that we operate in.

### **Enterprise Applications: Billing, CRM and ERP**

Our exposure to these business functions comes in the style as used by the telecommunications and media industry, as well the e- and m-commerce worlds.

From a billing perspective, the two use cases have been very different in the past, where telecommunications is more aligned to usage related charges and all others are just subscriptions and event charges. We have however seen a paradigm shift across these industries to converge various types of billing including the concepts of real-time and hot-billing.

Our CRM and ERP involvement has initially been on the application design and deployment from a technology perspective, but a wealth of time on the implementation of operational processes to manage call centres and campaigns have followed.

### **Infrastructure**

In our engagements that have included the deployment of enterprise applications and related integration, infrastructure has also been a component of the overall project delivery. Not only has this involved sizing and specifying hardware and networking kit, but also the successful project management of the installation and commissioning.

Our involvement in purely infrastructure projects has been on new data-centre designs, security projects and disaster recovery planning.

### **Web Portals/e- and m-Commerce**

Our involvements have been on content management for large portal initiatives for media companies that were moving into the creation of electronic versions of their publications. This implies that the solutions did not just involve the design and development of on-line newsrooms but also the integration of legacy digital content management. As a by-product of content management for large media houses, we have been involved in the development of content syndication solutions that were used to either commercially syndicate news as paid for subscriptions or for consumption by other business entities within the group.

e-Commerce initiatives have been directly related to our activities in portal developments. The advent of m-Commerce has however created room for a niche in which there are few other competitors that fully understand the processes from the perspectives of both the telecoms-operator and media house.

Our other m-Commerce activities have been in the design and management of mobile banking type projects.

### **Business Continuity and Disaster Recovery Planning**

The projects that we have been involved in the domain of disaster recovery planning have ranged from the simple operations review and risk analysis process to design of redundant datacenters synchronised over a wide area network.

These engagements have also addressed the continuity of business processes and the review of enterprise architectures supporting the organisation. Additionally, initial planning engagements had evolved into ones that have managed the implementation and testing phases of these installations.