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## SYNERTECH CORPORATE PROFILE

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## About us

Synertech specialises in the turnkey design, development, installation, support and maintenance of benefit-driven business systems and computerised management applications based on radio frequency identification (RFID) technology and automatic identification and data capture (AIDC) techniques.

The proven and unrivalled performance benefits of RFID's ability to trace, track, identify and authenticate data in real-time enables Synertech to offer a portfolio of rapidly-expanding solutions to clients across a broad and diverse range of industry sectors in Southern Africa and selected international markets. ■

## Solutions portfolio

Synertech's positioning at the forefront of the RFID-based solutions and services market for more than a decade has enabled the company to design, develop, implement and support a wide and ever-expanding range of industry-leading business systems and applications.

The primary management categories and business improvement solutions addressed by Synertech include:

- **Inventory management**
  - Consignment stock management, including billing and replenishment control
  - Warehouse and stock yard management, including vehicle tracking
  - Retail stock management – from procurement to point-of-purchase
- **Asset management**
  - Enhanced control, allocation and use of specialised equipment
  - Asset register administration and management
  - Schedule management of preventative and routine maintenance programmes
- **Monitoring and evaluation**
  - Temperature and humidity monitoring in controlled manufacturing and production environments (food and pharmaceuticals)
  - Temperature monitoring in cold chain supply and logistics operations ▶

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- In-store temperature monitoring of retail cold rooms and fridges
- Hospital patient management, including pharmaceutical and prescribed drug control
- **Identification and authentication**
  - Identification, authentication and tracking of movable assets or inventory as well as other objects such as documents or animals (livestock).
  - Access and security controls ■



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## Consultancy and professional services

Synertech's professional consultancy services are designed to provide a single-point of contact and direct accountability across all the non-negotiable elements that constitute the provision and ongoing use of a reliable and successful RFID solution. The company's consultancy and professional services capability is focused on an integrated team of highly skilled and experienced individuals with a combined total of more than 50 years of experience in the RFID technology field.

The team includes solution architects, system analysts, software engineers, project managers and technical support and training personnel.

These services include:

- Analysis of business needs, business processes, site, and technology fit.
- Solution specification.
- Software and middleware solution development and qualification.

- Solution deployment and installation, testing, commissioning, training and hand-over.
- Project management of direct and indirect project staff and service providers. ■



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## Support services

A full suite of technical support and help-desk services that can be tailored to meet the client's operational requirements are available to help ensure that systems meet the highest possible levels of performance and availability standards.

Support options designed to address requirements such as data management, software performance and end user support range from telephonic helpdesk limited to normal business hours to extended services based on 24 x 7 x 365 helpdesk availability. Services can also be extended to include options such as proactive remote monitoring and management of systems and the provision of dedicated on-site engineers.

Services focused on the repair and maintenance of all hardware products and peripheral components range from options such as the provision of periodic onsite preventive maintenance schedules focused on issues such

as WLAN performance and security assessments, to specific service level agreements that dictate performance standards such as response times, time to resolution and escalation procedures etc.

Comprehensive training options that range from published user manuals to user and operator training based on classroom tuition and detailed demonstration techniques are offered. ■



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## Product portfolio

SynerTech has developed and maintains strong strategic relationships with a number of carefully-chosen world-leading manufacturers and distributors of RFID technology hardware products, peripherals, components and consumables.

All solutions designed, developed and delivered by the company are fully compliant with the following standards:

- RFID and bar code standards published by GS1, the international standards authority that developed and monitors the Electronic Product Code™ (EPC Global) protocol for RFID information systems
- Radio frequency approval and compliance standards as laid down by the Independent Communications Authority of South Africa (ICASA) that monitors and controls all radio frequency (RF) licensing in South Africa.
- RAIN™ RFID, a global organisation that promotes the universal adoption of UHF RFID protocol standard developed by GS1 and ISO. ■

## Broad-based black economic empowerment

In accordance with the Broad-based Black Economic Empowerment Act of 2013 and the Codes of Good Practice that came into force with effect from 1 May 2015, SynerTech (Pty) Ltd is a Level 4 contributor with a procurement recognition level of 125% as a value-add supplier.

SynerTech's unqualified commitment to transformation and black economic empowerment is strongly focused on enterprise development and support for black entrepreneurship through skills development programmes and skills transfer based on the company's pre-imminent position as South Africa's leading RFID solutions provider.

Based on its industry leadership position and strong brand as one of the country's most trusted suppliers of RFID solutions, SynerTech has formed a strategic business relationship with SynerTech Innovations (Pty) Ltd, a 51-percent black-owned start-up company. ■

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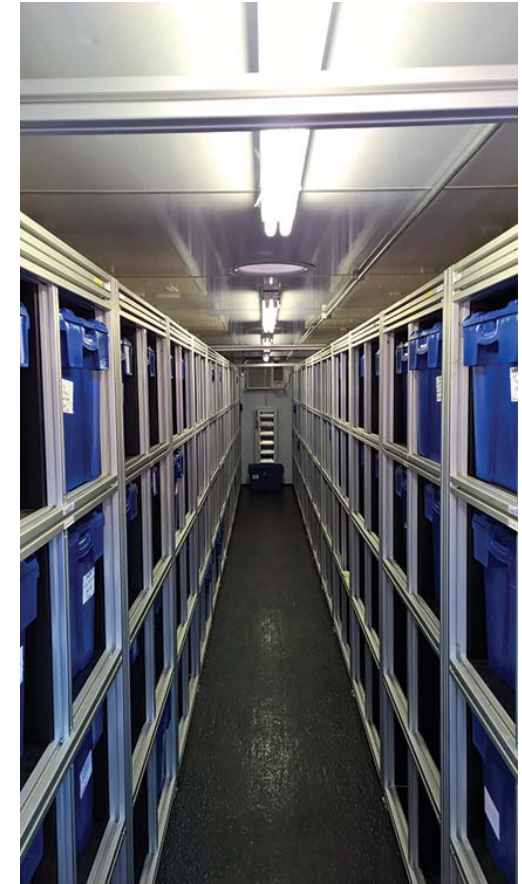
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## Conclusion

Synertech's unrivalled expertise and experience in the design, development, installation and support of solutions based on innovative radio frequency identification (RFID) technology positions the company as the preeminent provider of RFID solutions in Southern Africa.

Backed by the unsurpassed quality of a highly skilled and experienced team and by strategic relationships with the world's premier manufactures of RFID technology products, Synertech is strongly positioned to successfully deliver a comprehensive range of value-driven RFID solutions into a diverse community of clients across a broad range of industry sectors. ■



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