

ELCB HAS ACHIEVED DECADES OF **SUCCESS, SUSTAINING GROWTH AND A MEASUREABLE** HIGH STANDARD OF SERVICE DELIVERY. ELCB IS A COMPETITIVE INFORMATION TECHNOLOGY COMPANY THAT COMBINES THE **WEALTH OF EXPERIENCED PROFESSIONALS** WITH TECHNOLOGY AND BEST PRACTICES, RESULTING IN **WINNING FORMULAE** FOR OUR VALUED CLIENTS.

VISION

To be the BEST at providing applicable Information System Technologies, Business Intellect and 'Solutions that Work', thereby assisting our clients in becoming leaders in their industries.

MISSION

To respond to our clients' needs with best-of-breed Information Technology solutions and Business Consulting services, always striving to exceed their expectations. To harness the powerful combination of Business Intellect and Information Technology, allowing our clients to improve their efficiency and competitiveness. To partner with our clients in improving their business processes and unlocking their full potential through Information Technology.

CORE VALUES

PEOPLE: We maintain lasting relationships based on mutual respect between colleagues, clients, partners and suppliers.

We empower our employees to reach their full potential through mentoring and leadership, always acknowledging their effort, dedication and commitment.

We respect the individuality of our employees and appreciate the synergy and strength of our teams.

We encourage and support open communication, information sharing, employee involvement, empowerment and continuous skills development.

CONDUCT: We maintain a high standard of ethical and moral standards through our professional conduct and personal behaviour. We lead by example.

We continuously provide clients with an environment that is conducive to cooperation, support, uncompromised quality and exemplary customer service.

WORK ENVIRONMENT: We provide the framework for progressive, dynamic and continuous advancement in growth and knowledge that embraces world class practices.

EMPOWERMENT: We accept responsibility and authority to act, make decisions in our area of accountability and always ensure responsibility to our clients.

COMMUNITY: We invest in our communities by providing a charitable sustainable service to worthy causes through financial contributions combined with personal involvement of employees.

COMPANY FOCUS

OUR APPROACH TO BUSINESS

Relevant: Focusing our approach strategically to address only the clients' specific objectives (typically drive, productivity and efficiencies) and logically interpreting the relevant key requirements and business concerns results in an applicable solution. Relevance allows the client to motivate budget and capture improvisation through appropriate motivation.

Timely: Timing the expedient delivery of the implementation of a product, services and resulting information to coincide with business targets and key decision points, is integrated into our planning and approach i.e. reaching the milestone with the correct information at the right time.

Applicable: Pairing end users with the specific products or service implemented creates the opportunity to demonstrate solution effectiveness and establish positive mentoring and user acceptance. This approach ensures that the end use adoption leads to continued success of the service in the client environment.

On-going Resolution: Client satisfaction in the client operational environment is imperative to ensure return on investment. Our Client Resolution Centre adopts the legacy call centre methodology by intelligently responding to clients' logged calls and sourcing suitable resolution - a service that is detailed in a service level agreement.

TECHNICAL PROFICIENCY

Our clients have the assurance that our wealth of specialist IT knowledge combined with key business capabilities provides an educated and fresh approach to existing and new business models.

ELCB engages and communicates, interprets and logistically coordinates efforts to ensure proficiency in the implementation of our products and services.

The successful delivery of technically advanced solutions is built on a high technical level of understanding and professional business relations with stakeholders. The spectrum of qualifications and associated certifications held by our professional team is further confirmation of our skilled workforce. The architects, analysts, specialists and developers, together with the specialised project teams consisting of managers, team leaders, implementers, testers and functional support, provides for a multi-faceted approach.

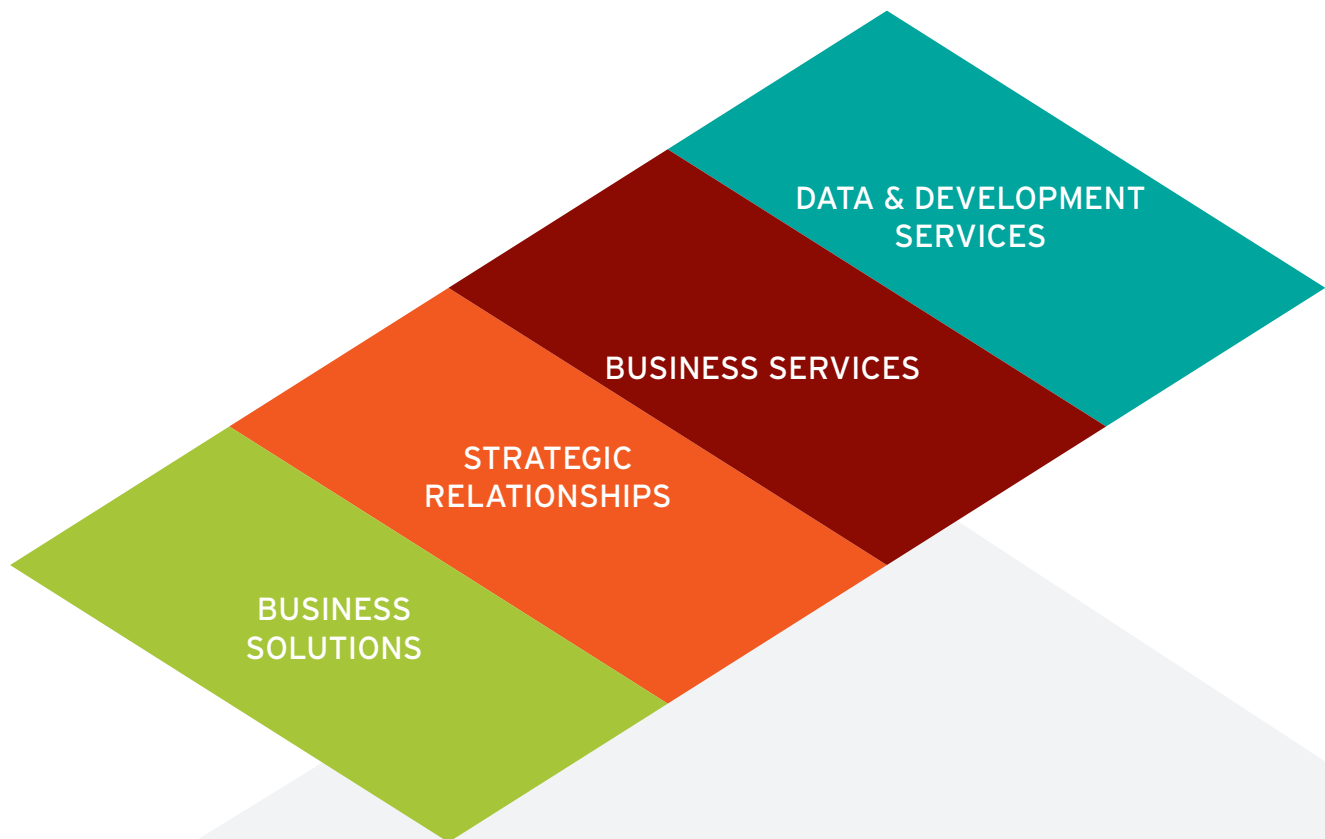
REPUTATION OF EXCELLENCE

ELCB has maintained its core competencies, constantly staying abreast in an evolving IT Industry.

Our portfolio of successful projects further confirms commitment to service excellence as we continue to implement solutions across the country, in both the private and public sectors.

COMPANY STRUCTURE

ELCB has four main divisions that are designed to support our client base and ensure that businesses benefit from the comprehensive skill set offered.



BUSINESS SERVICES

Focused on providing software for the Automotive After Sales Parts market

BUSINESS SOLUTIONS

Focused on providing applications designed and developed for the client's specific environment

DATA & DEVELOPMENT SERVICES

Focused on providing intelligent processing, analysis and consolidation of business information

STRATEGIC RELATIONSHIPS

Focused on assessing potential new business and business acquisitions

LEADERSHIP AND GOVERNANCE

LEADERSHIP

The ELCB executive team has a sincere senior-leadership commitment across all service levels to ensure a diverse service-centric approach continues to differentiate ELCB in the market place. Through executive sponsor cross-cultural/gender mentorship and strategic leadership principles invested into the management team, the company leaders ensure the continued growth of our service and product portfolio through our people.

Our diverse workforce creates the momentum for innovation and improvisation, realigning the business continuously, evident in the provision of business services to our clients. An ethos is created by proactive leadership, which is streamlined across all levels of staff. The stable ELCB environment retains professional people who continue to build on long-founded business relationships and

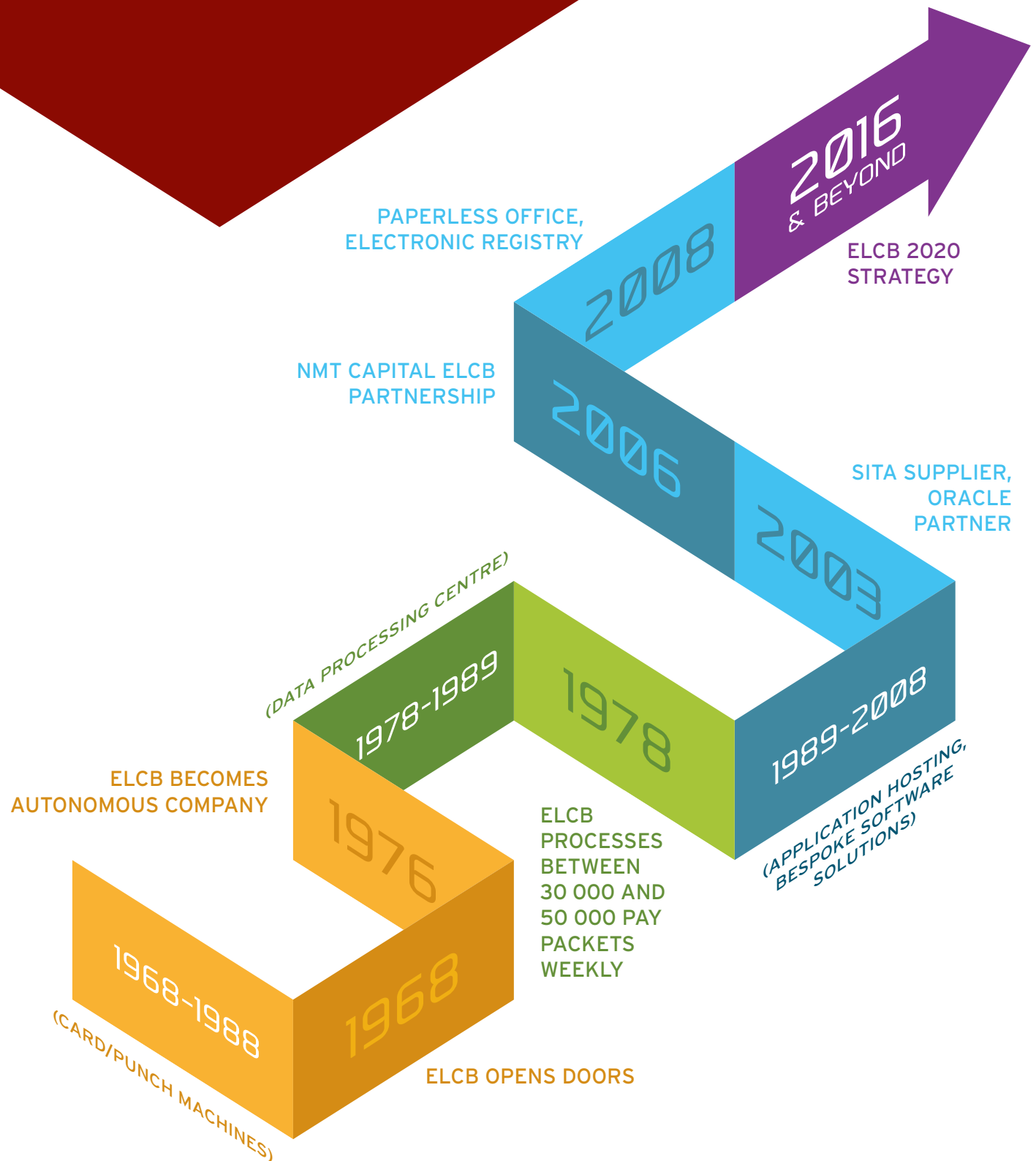
grow the business. Our clients enjoy tangible business benefits from our keen drive to optimise IT technology.

The pace of change in the South African IT industry is phenomenal and it is imperative that we maintain our cutting edge level through investment in training and skills development, and that we implement the positive results of our active research and development programme.

ELCB proudly introduces new technology, an initiative that provides opportunities for emerging businesses to harness the benefits and, in turn, boosts the enthusiastic young professional staff, who are stimulated by the challenge of innovation and improvisation in the business environment.

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TIMELINE



PRODUCTS AND SERVICES

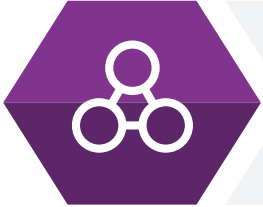
With any major project or business venture there is the need for a support service - an underlying structure that serves to focus on "non-core" business activities, while the client continues to drive service delivery forward.

This support structure is packaged in a service level agreement, with the options designed as illustrated below.

Based on experience, we are able to offer Business Support services inclusive of business alignment to software and information management. To support our portfolio of products and services, the Business Support services are packaged to assist emerging businesses and new project owners to sub contract non-strategic back office operations.



IT CONSULTING: We offer professional business and IT consulting - a service that supports our clients in analysing, designing and implementing service delivery within their businesses and as an improved service to their customers. We serve as an IT "conduit" - providing a technical link between the client and their third party specialist teams (auditors, engineers, accountants). Consulting is practical, knowledge-based and aligned to the specific specialised requirements of the client.



IT PROJECT MANAGEMENT: Programme Management Office (PMO) by Prince 2 practitioners offers a diverse combination of business experience, IT skill and specialist knowledge in our Project Management service. A collaborative approach in project planning and initiation ensures an approved comprehensive plan is launched according to an agreed Service Level Agreement between our client and ourselves. This provides the opportunity of mobilising projects within short timeframes, achieving quality results within the constraints of limited time and a stringent budget.



DATA CAPTURING: High volume accurate bulk data processing, data collection, specialised data capture and scanning tools, document sorting and collation, data validations, cleansing and query management is offered - with the assurance of confidentiality and the adherence to strict business principles with secure access to information.



DATA ANALYSIS AND BI: We have the ability to convert data into intelligent information presented in a meaningful manner for a specific exercise, turning your data into key decision making information; and expertise in the extraction and analysis of the data, and applying various presentation layers to illustrate the results at the level of the intended audience.



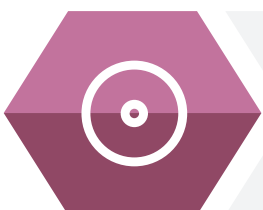
SOFTWARE DEVELOPMENT: Technical expertise in programming and networking is offered - a service that employs the latest compilation and programming tools to fast track the full development lifecycle with software that is designed and developed to incorporate multiple sources of data across various platforms, interfacing with bespoke software and specialist programming tools. Our success is in our precise interpretation of client software requirements.



APPLICATION HOSTING: We offer hosting of high quality application systems and the latest technology hardware; alignment to the Client affordability aspect through relevant investments in equipment and resources; and management of the IT while the client manages their core business operations.



PAYROLL, VIP PERSONNEL AND PAYROLL SYSTEMS: Systems are available on an outsourced on-line basis or input documentation may be submitted for processing in batch mode. Qualified Consultants support users with systems-based enquiries or advise clients on the latest tax legislation. Complete confidentiality is guaranteed.



BUSINESS SOFTWARE: Business solutions (generic and specialised) are offered to Client's in the private and public sector environments. These solutions introduce improvisation of processes and optimisation of the use of staff and equipment. Our software solutions are "built for purpose".

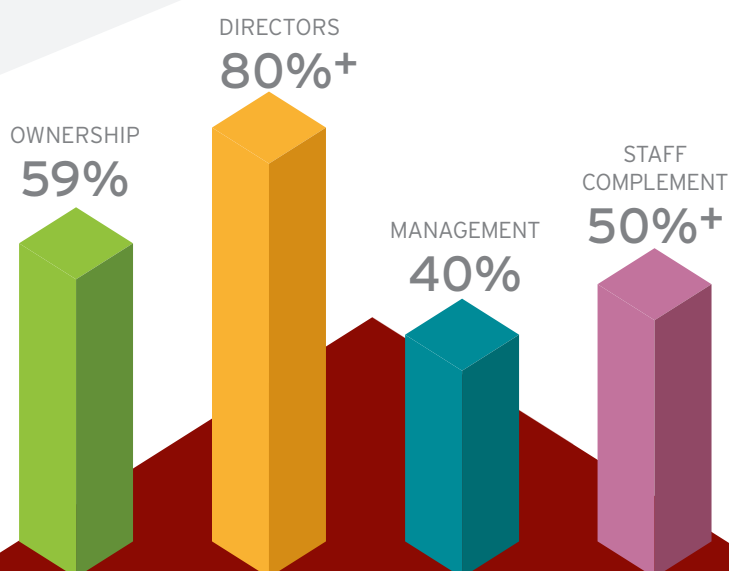
INCLUSION AND DIVERSITY

The people of ELCB have at all times been considered its key assets. At the founding stage of the company, the executive recognition and acknowledgement to establish a purposefully designed workforce of diverse people, formed the company's employment composition for the future.

ELCB has experienced decades of exposure to generational turnover, cultural evolution, widespread IT professional immigration, and continuous advancements in information technology. Business units are comprised of men and women who are intergenerational and racially diverse, a formula that has allowed richness of ideas, and alternative perspectives. We have benefited from the different skills, styles and sensibilities of our employees

from different cultures. Our diversity and inclusion extends to our partnerships and suppliers, engaging with a spectrum of South African cultures and diverse insights.

ELCB MAINTAINS A STRONG EQUITY LEVEL PERFORMANCE



B-BBEE RATING
LEVEL 3

ELCB ensures supplier diversity by ensuring a balanced spend.

CORPORATE SOCIAL INVESTMENT

OUR APPROACH TO CSI

The Corporate Social Investment (CSI) mandate within ELCB is to manage, fund and execute ventures that elevate our local community and the morale of disadvantaged individuals.

ELCB is not bound by corporate social community investment conventions, but chooses to volunteer our personnel, time and resources to invest in projects that will have a positive impact where it's needed. We endeavour to not only donate generously, but to promote 'hands on' involvement to ensure maximum value to the recipients.

OUR CSI MISSION

Our mission is to "Make a Difference". At ELCB, we believe in playing an active developmental role by supporting positive social change in marginalised communities.

OUR CSI VISION

Our vision is to make giving and social investment a part of our corporate culture. We encourage and facilitate investment of time, fiscal and human resources, to those who need it, through active participation.





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