

Business Technology Strategists for SMEs®

Business Technology Strategists for ambitious small and mid-sized enterprises, delivering strategy, security and managed services as one plan.

CONTENTS

01	Who we are	03
	Heritage, scale and the promise we make to leadership teams.	
02	What we do	04
	Six connected service categories, governed as one.	
03	How we engage	05
	NumataOne™, service tiers, signature and specialist services.	
04	How we earn trust	08
	Client experience management, credentials and assurance.	
05	Where we deliver	10
	Five hubs, 25 named cities, follow-the-sun support.	

ABOUT NUMATA

Numata is a business technology services and solutions provider for small and mid-sized enterprises. We align technology to business outcomes across IT strategy, cyber, data, operations, modern work and AI, delivered through NumataOne™, our strategy enablement framework.

“Technology is a business decision. Our job is to make that decision clear, fund it properly and then run it well.”

NUMATA LEADERSHIP

SECTION 01

Who we are

Business technology services since 2004, delivered from five hubs on a follow-the-sun model.

Numata has delivered business technology services since 2004. We work with leadership teams at small and mid-sized enterprises that depend on technology and choose to focus their attention on the business, and with investors who need a technology estate to hold up under scrutiny. Our hubs in Johannesburg, London, Dublin, Miami and Hong Kong carry the relationship, supported by follow-the-sun delivery teams.

AT A GLANCE

2004

Established

Top 500

MSP globally

100+

Clients

15,000+

Devices supported

97%

Client satisfaction

6

Continents supported

10

Verticals served

24/7/365

Service delivery

WHY LEADERSHIP TEAMS APPOINT US

- One accountable partner instead of a spread of vendors, contracts and service levels.
- Strategy, security and support in a single motion, governed under one plan.
- A named Business Technology Strategist who owns the roadmap with your leadership team.
- Quarterly Business Reviews that report cost, risk, adoption and progress in business language.

SECTION 02

What we do

Six connected service categories, governed as one inside NumataOne™, so strategy, security and day to day support never sit in separate silos.



SIX SERVICE CATEGORIES, ONE PLAN

01 IT Strategy, Risk and Compliance

Direction, governance and evidence for confident technology decisions.

Technology strategy and advisory, Business Technology Strategist (vCIO), GRC services, technology assessments.

02 Cyber Resilience

Protect systems, data and people with defence in depth and continuous vigilance.

Managed cybersecurity, MDR and SOC, vulnerability management, incident response.

03 Data Protection

Safeguard data across its lifecycle with privacy, controls and recovery.

Business continuity and disaster recovery, managed backup, continuity planning.

04 IT Operations

Deliver reliable, secure and efficient IT services every day.

Managed IT services, IT service desk, infrastructure management, co-managed IT.

05 Modern Work Enablement

Equip teams with the tools, workflows and support to perform at their best.

Microsoft 365, Azure and cloud, modern workplace, endpoint management, workplace device subscription.

06 AI and Data Enablement

Turn data and AI into practical advantage, responsibly.

Managed AI services, AI governance, Microsoft Copilot, data and analytics, automation.

SECTION 03

How we engage

Every engagement runs on NumataOne™: a single plan, a single contract and a single accountable team.



NUMATAONE™ IN DELIVERY

SERVICE TIERS

CORE

Stabilise the fundamentals.

24/7 service desk, endpoint and device lifecycle, managed backup, managed SOC baseline.

STANDARD

Add governance and resilience.

Everything in Core, plus managed detection and response, GRC services, vulnerability management.

PREMIUM

Modernise the operating model.

Everything in Standard, plus cloud modernisation, Microsoft 365 and Copilot, data and analytics.

ENTERPRISE

Governed as one.

Everything in Premium, plus a named Business Technology Strategist, AI governance and investment readiness.

SIGNATURE PROGRAMMES

Four programmes carry the framework into practice. Managed AI is available as an add-on across every tier.

01 NumataOne™

Our strategy enablement framework. One lifecycle, one accountable partner, one reporting cadence across every service category.

02 DayOne+

Technology through the deal cycle: diligence at entry, an operating model landed by day one, evidenced uplift at exit.

03 Managed AI Practice

AI as a managed capability, with governance, adoption and measurement wrapped around Copilot and departmental use cases.

04 Workplace Device Subscription

Devices specified, secured, supported and refreshed on a predictable per user monthly cost.

SPECIALIST SERVICES

Four specialist services sit alongside the tiers. Each can be added to a NumataOne™ tier or engaged on its own, with its own scope, tooling and reporting.

Managed IT GRC

Governance, risk and compliance run as a managed service, with framework mapping, evidence collection and audit support.

Framework coverage includes ISO 27001, NIST CSF, Cyber Essentials, GDPR, POPIA, HIPAA, PCI DSS, NIST AI RMF and CIS Controls.

Managed BCDR

Business continuity and disaster recovery with tested recovery objectives, immutable backup and rehearsed failover.

Covers servers, endpoints, SaaS workloads and cloud platforms, with monthly restore testing and continuity documentation.

Managed SASE

Zero trust network access, secure web and DNS filtering, device posture checks and site connectivity as one managed layer.

Replaces legacy VPN with identity aware access, priced per user and reported monthly.

Managed Penetration Testing

Recurring internal and external testing with ranked findings, remediation tracking and verified retesting.

Runs on a scheduled cadence so assurance is continuous rather than a once a year exercise.

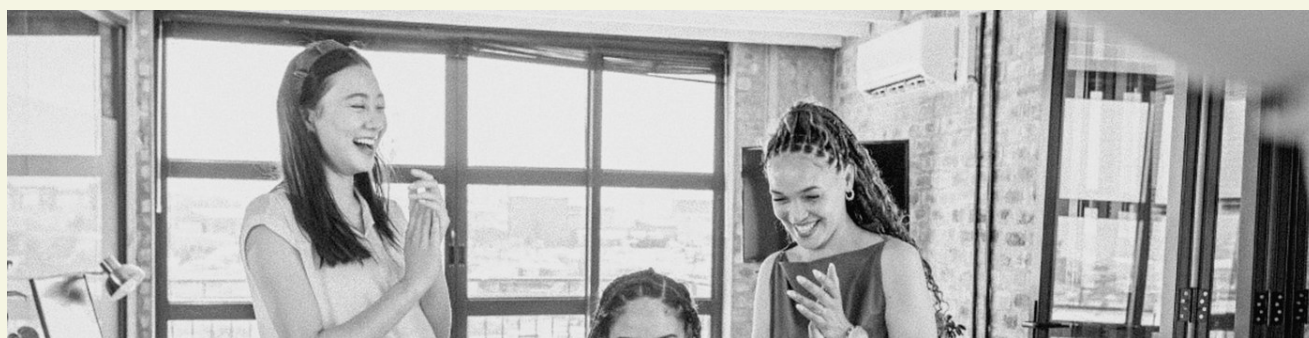
WHAT A QUARTER LOOKS LIKE

- Monthly service reporting on availability, tickets, patching and endpoint health.
- Quarterly Business Review covering cost, risk, adoption and roadmap progress.
- A rolling twelve month technology plan, re-baselined at every review.
- An annual assessment against the control framework, with remediation priced and scheduled.

SECTION 04

How we earn trust

Dedicated client experience management, formal governance and quarterly business reviews reported in business language.



CLIENT EXPERIENCE MANAGEMENT

01 Confidence

Candid advice on both the technology and the business decision behind it.

02 Competence

Delivery when continuity, security and business outcomes cannot be compromised.

03 Consistency

Dedicated client experience management, formal governance and quarterly reviews.

04 Care

Clients are partners whose success matters to us. We know the people, the context and the work behind every engagement.

CREDENTIALS AND ASSURANCE

The evidence behind our delivery is available for procurement, risk and audit review. Documents are released under NDA through your Numata contact.

- Cyber Essentials and Cyber Essentials Plus certified, renewed annually against an independent technical audit.
- Microsoft Solutions Partner capabilities across modern work, security and Azure.
- Control framework aligned to ISO/IEC 27001, the NIST Cybersecurity Framework, CIS Controls v8 and the NIS2 Directive.
- GDPR and POPIA compliant processing, with data processing agreements and a published sub-processor list.
- Managed SOC and MDR delivered 24/7/365 with documented escalation paths.
- Policies, plans and due diligence packs released under NDA for procurement, risk and audit reviews.

SECTION 05

Where we deliver

Named city coverage across 25 locations in South Africa, the United Kingdom and the United States, all served from the five hubs above with follow-the-sun support.



FOLLOW-THE-SUN DELIVERY FROM FIVE HUBS

HUBS

Johannesburg

South African delivery and the group service desk.

London

UK commercial and public sector engagements.

Dublin

European delivery and EU data residency support.

Miami

North American client base and US risk advisory work.

Hong Kong

Asia Pacific delivery and cross-border group engagements.

NAMED CITY COVERAGE

South Africa

Johannesburg, Pretoria, Cape Town, Durban, Gqeberha, Bloemfontein, George.

United Kingdom

London, Manchester, Birmingham, Leeds, Sheffield, Newcastle, York, Liverpool, Edinburgh, Glasgow, Aberdeen.

United States

Miami, New York City, Los Angeles, San Francisco, San Diego, San Antonio, Houston.

HOW WE BEGIN

Three steps take a leadership team from a first conversation to a governed operating model.

01 Assessment

We map the estate, the risks and the costs, then show where technology helps the business and where it holds it back.

Two to three weeks, delivered with a written findings pack.

02 Plan and tier

We agree the service tier, the roadmap and the investment profile with your leadership team.

One plan, one contract, one accountable team.

03 Transition and run

Documented onboarding, then steady state delivery with monthly reporting and quarterly business reviews.

Progress measured against cost, risk, adoption and roadmap.



Let us look at where technology helps and where it holds the business back.

We start with an assessment, then set a plan you can fund, govern and measure. One partner, one plan, one reporting cadence.

SPEAK TO US

numata.co/contact

HUBS

Johannesburg · London · Dublin ·
Miami · Hong Kong

FRAMEWORK

NumataOne™ strategy
enablement