



CORPORATE PROFILE



WHO WE ARE.

5 fast facts about us.

- CIPHERWAVE is a locally owned and managed Internet Service Provider.
- We operate our own local network infrastructure and state-of-the-art data centre.
- We're a team of young, passionate, results-driven people.
- We provide customisable, reliable and scalable connectivity, voice and cloud solutions for growing businesses.
- Coffee & our clients. That's what gets us out of bed in the morning. Our clients and partners are at the centre of everything we do.

“Our business was born in 2010 out of a desire to deliver a better experience for our customers and partners. Our journey has seen continual business growth over the past few years and the establishment of strong partnerships with our customers.”
- Wayne D'sa, Managing Director

“CIPHERWAVE has grown from a 3-man team to a fully-fledged staff of 50 young and vibrant individuals. Our culture is focused on strong mentorship, the highest level of customer service and accountability of each team member for the growth of the company.”
- Jonathan Mason, CEO

Reasons to choose us.

- Big enough to matter. Small enough to care. We believe in giving your business the dedicated attention it deserves.
- You know what they say about dynamite. Our team is sized and structured for maximum agility, so we can respond to your needs quickly.
- We know S.A business. From compliance to cost savings, we understand what matters to local businesses.
- Local means lekker service. Owning and operating our local network infrastructure gives us better control to give you the best service. When we promise 99.9% network uptime, we know we can deliver on it.
- Your business never stops. Neither does ours. Our business is built on superior 24/7 service support. Enhanced tools give you round-the-clock insight into your network.
- Our clients matter. We strive to build solid relationships with the people behind the businesses that we work with. Our success stories and retention rates are testimony to our transparent, dedicated approach to service excellence.

“While there may be similarities across the technologies that ISPs offer, we believe that it's our unwavering focus on exceptional service and dedication to exceeding the expectations of our customers that sets us apart.”

- Wayne D'sa, Managing Director

“Innovation has been key to our success. We constantly strive to set the bar higher. As the ICT industry continues to evolve, so shall we continue to develop new quality solutions that businesses need to succeed.”

- Jonathan Mason, CEO

WHO WE WORK WITH.

Like people, no two businesses are the same. That's why we work closely with our clients to ensure that solutions are tailored to tick the boxes on their specific list of needs.

Our bespoke solutions are able to support businesses across a wide range of industries.

| | |
|----------------------|--------------------|
| Logistics | Media |
| Manufacturing | Legal |
| Medical & Healthcare | Retail |
| Technology Providers | Financial Services |

We're proud to have worked with the following valued clients.



WHAT WE DO.

We're in the business of helping growing businesses reach their full potential, through increased productivity, profitability and peace of mind. Our range of world-class, innovative products and services enables businesses to connect, communicate and collaborate.

CONNECT

CipherOnline

Reasons to Connect with CipherOnline

- Fully scalable solutions.
- Reliable, resilient, uninterrupted Internet access.
- 24/7 monitoring and support.
- Wide range of speeds available to suit your specific needs.

Products

Internet Bandwidth: Flexible packages, from dedicated bandwidth for high priority applications to broadband business Internet and international bandwidth across multiple undersea cable systems.

Fibre: Fast, reliable connectivity with a national footprint and further access across multiple providers.

Wireless: Cost-effective connectivity with no fixed lines and quick deployment to get you up and running.

COMMUNICATE

CipherVoice

Reasons to Communicate with CipherVoice

- Cost effective alternative to making traditional telephone calls.
- Range of features to better manage your company communication requirements (call-recording, mobility, etc.).
- Retention of your current business telephone number for a fuss-free switch.
- Fully scalable solutions.
- Better control of your company telephone bill with our prepaid management system and itemised billing.
- Highly competitive voice rates.
- Greater communication efficiency between employees and customers.
- Improved employee productivity.
- Guaranteed toll voice quality calls for customers directly connected into our network.

Products

Hosted PBX & VoIP: An all-inclusive, unified communications package offering enhanced services, applications and system administration to meet the demanding communication needs of growing businesses.



**EXCEEDING THE
EXPECTATIONS OF OUR
CUSTOMERS**

- WAYNE D'SA, MANAGING DIRECTOR



**INNOVATION HAS BEEN
KEY TO OUR SUCCESS**

- JONATHAN MASON, CEO

COLLABORATE

CipherCloud

Reasons to Collaborate with CipherCloud

- Improved business agility.
- Increased efficiency.
- Peace-of-mind knowing that your business data is secure.
- Minimised downtime and business interruption for maintained client support.
- Better use of business resources.
- Improved business productivity through access to infrastructure when you need it.

Products

Security:

- You can't put a price on peace of mind. Our robust virtual firewall, content filtering, anti-spam and anti-virus products give your business the ultimate protection it deserves.
- Enjoy better management and control of your company's unified threat communications.

Software as a Service: Boost your business productivity with a range of software solutions, from O365 and application software to email retention and security.

Infrastructure as a Service: Bid large capital outlays farewell. CipherWave enables you to buy as much or as little infrastructure capacity as you need by tapping into our data centres.

- **Co-location:** Relocation of your IT infrastructure to our resilient, secure core data centres (Midrand, Isando, Cape Town and Durban) for reduced risk and higher uptime.
- **Virtual Servers:** Hosted in our Local Cloud. Offers quick deployment and 99.9% uptime, with fully-redundant enterprise architecture.

| STANDARD VIRTUAL SERVERS |
|--|
| Backups are done daily to disk using Veeam Backup and Replication software. |
| REPLICATED VIRTUAL SERVERS |
| These incorporate the standard virtual server configuration with additional replication to CipherWave's secondary data centre in Isando. |
| HIGH AVAILABILITY SERVERS |
| Two virtual servers running in active-active mode across both primary and secondary data centres. |

Business Continuity: Strategic thinking and proactive planning around risk mitigation is imperative for any business. From backup of critical data to off-site disaster recovery, our Business Continuity products ensure that your business can go on as usual in the absence of your equipment.

Backup as a Service:

- Advanced continuous data protection (CDP) technology captures every version of a file that has been saved to your hard drive.
- 100% Restorability of backed up data with CipherArchive.
- Encrypted backup of sensitive information with Veeam.

DR as a Service: Off-site disaster recovery that enables virtualisation and startup of applications quickly and seamlessly for minimised downtime.

| TRADITIONAL DR | CIPHERWAVE CLOUD-BASED DR |
|--|---|
| Increased hardware storage required. | Cloud eliminates need for hardware. |
| Backup intervals of 24 hours or longer. | Variable backup intervals - as frequent as hourly with application level consistency. |
| Lengthy manual restoration from backups. | Quick restoration by CipherWave. |
| Difficult, time-consuming testing processes. | Ability to view and test servers on easy-to-use production cloud equipment. |
| Specialised in-house expertise required. | Specialised expertise and 24/7 support provided by CipherWave. |
| Onsite recovery environment and management required. | Secure, managed offsite recovery environment provided. |

Mail Management:

- **Hosted Exchange:** Syncing of your calendar and contracts across multiple devices for better company collaboration.
- **Email Archiving:** Archiving of all company emails for up to 10 years in a tamper-proof environment. Never lose a mail again.

CIPHERPARTNERS

Reasons to partner with us

- Tiered benefits ensure that you get maximum value.
- Partner-engagement-model to suit your business strategy.
- Strong local support team.
- Easy access to all members of our team, at every level.
- Transparent approach to partnership - we work with our partners to support their customers.
- Your success, is our success. We work with our partners to understand their business and give them the competitive edge.
- A wide range of products and services to suit your customers' growing business needs.

How it works

| REFERRAL PARTNER | WHOLESALE PARTNER |
|---|--|
| <ul style="list-style-type: none"> • Minimised business risk. • You refer customers to us and we will manage, support and bill them, while paying you a monthly commission. | <ul style="list-style-type: none"> • Complete control and management of your own business risk and customers. • You bill customers directly, manage 1st line support and set your own pricing model. |

For more information or to register as a partner, get in touch with us at partnersales@cipherwave.co.za

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