



FIRST CONSULTING ALLIANCE

SIMPLIFYING TECHNOLOGY SO YOU CAN
FOCUS ON GROWTH

Big enough to deliver, small enough to care

YOUR IT CHALLENGES, SOLVED

Running a business is challenging enough without technology getting in your way. At First Consulting Alliance (FCA), we've listened to hundreds of SME owners across Africa who struggle with:

- **Overwhelming complexity** of rapidly changing technology
- **Integration headaches** between different systems and applications
- **Security vulnerabilities** that keep you awake at night
- **Unreliable support** that leaves you stranded when problems arise
- **Limited IT expertise** without the budget for a full-time specialist

Our promise: We make technology work for your business, not the other way around.

OUR SOLUTIONS: DESIGNED FOR THE WAY SMEs ACTUALLY WORK

MANAGED IT SERVICES

Problem we solve: SMEs waste valuable time and resources dealing with technology issues instead of focusing on their core business.

We provide enterprise-grade IT services specifically tailored for SMEs, with predictable monthly costs and no technical jargon. Our team becomes your technology department – handling everything from day-to-day support to strategic planning:

- **Human support** with caring response times
- **Proactive monitoring** that catches issues before they affect your business
- **Technology roadmapping** that aligns with your growth plans
- **Vendor management** to eliminate the frustration of dealing with multiple suppliers

MANAGED CYBERSECURITY

Problem we solve: Most SMEs can't afford dedicated security specialists, leaving them vulnerable to increasingly sophisticated threats.

Our managed cybersecurity solutions follow recommendations from leading security authorities, making enterprise-grade protection accessible to SMEs:

- **Simplified security management** that doesn't require technical expertise
- **Compliance-ready** solutions that meet regulatory requirements
- **Regular security assessments** to identify vulnerabilities before they're exploited
- **24/7 threat monitoring** with rapid response to potential incidents
- **Security awareness training** for your team to prevent human errors

"First Consulting Alliance is our trusted IT service provider. Their great service delivery and the secure environment they've created enable us to operate efficiently while knowing our business is protected against cyber attacks." — L DE ZOETEN, Financial Director, Q.I. Logistics

SEAMLESS INTEGRATION & CLOUD SOLUTIONS

SEAMLESS INTEGRATION SOLUTIONS

Problem we solve: SMEs struggle with disconnected systems that create inefficiency, duplicated work, and data silos.

We specialize in connecting your various business systems so they work together seamlessly:

- **End-to-end integration** between accounting, inventory, CRM, and other business applications
- **Data synchronization** that eliminates manual re-entry and reduces errors
- **Workflow automation** that streamlines processes across departments
- **Custom dashboards** providing a unified view of your business data

CLOUD TRANSFORMATION

Problem we solve: SMEs need flexibility and scalability without complex infrastructure management.

We develop optimized, custom cloud solutions that leverage market-leading platforms while making them simple to use:

- **Strategic migration planning** for smooth transition without business disruption
- **Microsoft 365 & Azure optimization** that unlocks the full value of your subscription
- **FCA Virtual Cloud** for businesses requiring enhanced security or compliance
- **Hybrid solutions** that combine the best of cloud and on-premises technology
- **Backup and disaster recovery** providing business continuity and peace of mind

ON-PREMISES INFRASTRUCTURE & THE FCA DIFFERENCE

ON-PREMISES INFRASTRUCTURE

Problem we solve: Many businesses still need reliable on-site infrastructure that's properly designed, secured, and maintained.

From desktops and servers to networks and connectivity, we build reliable on-premises solutions:

- **Infrastructure assessment** to identify inefficiencies and vulnerabilities
- **Hardware procurement** with favorable pricing through our vendor partnerships
- **Network design** optimized for performance, reliability, and security
- **Regular maintenance** that extends equipment lifespan and prevents downtime

THE FCA DIFFERENCE: WHY SMEs TRUST US



REAL HUMAN SUPPORT

We understand the frustration of automated systems and overseas call centers. With FCA, you'll always speak with a knowledgeable local professional who understands your business.



BUSINESS-FIRST APPROACH

We start with your business objectives, not the technology. Our solutions are designed to deliver measurable business outcomes - increased productivity, reduced costs, and minimized risk.



TRANSPARENT PRICING

No surprise bills or hidden costs. Our service agreements provide clear, predictable monthly pricing that makes budgeting simple.



JARGON-FREE COMMUNICATION

We explain technology in plain language, ensuring you understand what we're doing and why it matters for your business.



AFRICAN EXPERTISE

With successful deployments throughout South Africa, Lesotho, Zambia, DRC, Mali, Sierra Leone, and Burkina Faso, we understand the unique challenges of African businesses.

OUR TECHNOLOGY PARTNERS & CLIENT TESTIMONIALS

OUR TECHNOLOGY PARTNERS

We've built strong partnerships with industry-leading technology providers, giving you enterprise-grade solutions at SME-friendly prices:

- Microsoft Partner
- Lenovo Business Partner
- Dell Technologies Partner Program
- HP Business Partner
- Sophos Platinum Partner
- IBM Business Partner
- N-able Super Elite Partner
- VOX Telecom Business Partner
- Sage Business Partner
- Mimecast Certified Partner

LEADING EDGE TECHNOLOGY, SIMPLIFIED

- Hybrid Business Work Models
- Unified Communications
- Backup & Disaster Recovery
- Workstream Collaboration
- Cloud Migration
- Network Automation & Traffic Analysis
- Managed Detection & Response
- Artificial Intelligence

WHAT OUR CLIENTS SAY

"FCA's service is excellent and they are always ready to assist and advise on the best solutions for our business. The requirement for us to work remotely due to COVID-19 was seamlessly implemented by FCA and the use of Sophos in order to create a secure VPN environment has given us peace of mind that our users are fully protected and our environment stable and efficient. We highly recommend both FCA and Sophos based on their excellent offering and service"

—Carla Johnston, Managing Director, 123 Consulting

OUR LEADERSHIP TEAM: EXPERTS WHO UNDERSTAND YOUR BUSINESS

Our diverse leadership team combines deep technical expertise with business acumen, ensuring we deliver solutions that address both your technology needs and business objectives.

INTERNAL LEADERSHIP

Neels van Tonder
(Managing Director)

With extensive experience in IT strategy and business transformation, Neels leads our vision of making enterprise-grade IT accessible to SMEs across Africa.

Ursula Kendall & Laurinda de Matos
(Business Operations)

Our operations leaders ensure smooth delivery of services, maintaining our high standards of quality and efficiency in every client interaction.

Bruce King & Falynn Missing
(Business Development)

Our business development team works to understand the unique challenges facing each client, crafting tailored solutions that align with your business goals.

Dougal Marshall, Christine Grobler & Thinus Milner
(Service Delivery)

Our service delivery team leads our technical specialists, ensuring excellent implementation and ongoing support for all clients.

Nita João & Kyle Forster
(Business Support)

Supporting both our team and clients, our business support leaders ensure efficient communication and streamlined processes.

EXTERNAL LEADERSHIP

Dave Stewart (Social Sustainability)

Guiding our initiatives to create positive social impact through technology and business practices.

Esme Coetzee (Transformation Catalyst)

Leading our organisational development and leadership coaching initiatives, Esme helps our team build high-performing cultures.

CONTACT US

Let's discuss how we can make technology work for your business:

Get in Touch

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B-BBEE LEVEL 2 CONTRIBUTOR

