

## Executive Summary

KEffect IT & Business Solutions is a specialist firm based in South Africa, dedicated to streamlining business operations through modern IT strategies, advanced data analytics, and comprehensive professional support. We bridge the gap between technical innovation and sustainable growth.

## Core Service Pillars

### IT Consultation

- Cloud Strategy & Migration
- Cybersecurity & Risk Management
- Digital Transformation
- Infrastructure Optimization
- Software Development

### Data Analytics

- Business Intelligence (BI)
- Data Warehousing
- Predictive Analytics
- Big Data Solutions
- Data Visualization

### Business Support

- Administrative Support
- Customer Support Services
- Marketing & Sales Support
- Project Management
- Executive Support

## Project Methodology

| Phase          | Activity                              | Timeline  |
|----------------|---------------------------------------|-----------|
| Discovery      | Infrastructure audit & needs analysis | Week 1    |
| Implementation | Execution of service strategies       | Weeks 2-4 |
| Review         | Performance reporting & adjustments   | Ongoing   |

## Service Level Agreement (SLA)

| Severity      | Definition                   | Response Goal |
|---------------|------------------------------|---------------|
| P1 - Critical | Total system/business outage | 1 Hour        |
| P2 - High     | Major feature failure        | 4 Hours       |
| P3 - Normal   | Minor bugs/Single user issue | 8 Hours       |

## Compliance & Legal

KEffect is a registered Operator under the **Protection of Personal Information Act (POPIA)** and maintains full compliance with the **Consumer Protection Act (CPA)**. All engagements are governed by the laws of the Republic of South Africa.

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