

EDUPAC

SOFTWARE SUPPORT SERVICES (PTY) LTD

Company Profile



E M I S

Educational Management Information Systems

www.edupac.co.za



EDUPAC SOFTWARE SUPPORT SERVICES

COMPANY PROFILE

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1 Edupac Software Support Services (Pty) Ltd

1.1 Introduction

Computerized school administrative and financial systems have been around for a long time.

However, few are satisfactory, and fewer still possess all the features required by schools.

The reasons for this are not hard to identify, as all schools have their own individual requirements and many systems, and the suppliers who offer them, are not able to accommodate individual support and personalization.

At Edupac, we have come to fully understand the unique requirements of schools.

Using our longstanding abundance of experience and expertise, we have SUCCESSFULLY developed the Edupac Educational Management Information Solution, which is designed precisely to meet both the financial and academic administration controls and requirements of our clients.

Edupac's core focus is on the provision of an Educational Management Information Solution, training as well as a comprehensive support service that will meet all the curricular, academic, financial and administrative requirements of the Education market as well as the day to day challenges in the workplace.

1.2 Mission, Vision and Values

1.2.1 **Mission:**

We are a professional and dynamic team providing custom and tailor-made management solutions to the Educational market segment enabling them to focus on their core business.

1.2.2 **Vision:**

To be the preferred supplier for National Educational Administrative and Financial Management Solutions in Africa;

1.2.3 **Values:**

Constant innovation in Educational Management

Ethics and Integrity

Quality Driven Service



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1.3 Background

The head office of the company is based in Alberton, Gauteng with a regional office in Durban.

It was independently founded in November 1997 and is today an acknowledged leader in the provision of advanced, academic and financial computerized administrative systems to schools in Southern Africa.

The Edupac software was originally developed in 1992 by the Managing Director of the company.

Edupac employs 25 permanent staff members in the company.

To maintain a focused approach, the company is organized into four functional areas namely:

- Product Research and Development
- Sales and Marketing
- Product Training and Support
- Financial Consultation / Basic Financial Principles for School Management

Within each of the abovementioned functional areas we have dedicated and experienced management and staff covering aspects such as training and installation, technical support, help desk support, project management, systems analysis and programming, marketing, sales, public relations and social responsibility.

Edupac's reputation is built on trust. Our customers know that we supply the best in software, support and training and that we have the expertise to ensure the smooth operation of an installed system.

We continue to invest in the ongoing development of quality products, add on modules and supporting services to ensure that Edupac remains the leader in the field and the supplier of choice for the future.



COMMITMENT TO MY CUSTOMERS

I will serve you with integrity and create a total experience by anticipating your needs.

I will make sure you are happy that you have chosen us instead of our competitors.

I will earn your patronage, referrals, and your loyalty.



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1.4 Contact Information

COMPANY NAME	Edupac Software Support Services (Pty) Ltd
REGISTRATION No	2003/028214/07
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POSTAL ADDRESS	P.O Box 6100 Meyersdal 1447
E-MAIL	directors@edupac.co.za
WEBSITES	www.edupac.co.za www.tswela.co.za
DOMAINS	emis.edupac.co.za portal.edupac.co.za timetable.tswela.co.za



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1.5 Company Employees

1.5.1 Board of Directors

Marie-Anne Kleynhans | Managing Director (B.Comm – Industrial Psychology)

Marie-Anne Kleynhans has been actively involved in the ICT service delivery of Educational Management Solutions in Africa since 1993.

It is her vision that all schools in Africa will empower themselves with Edupac's user friendly cloud School Management Software solution. Her 30+ years' experience in software development, 20+ years service in the Education sector as businesswoman, ensure that the company delivers an ongoing professional and holistic service deploying Educational Management systems.

Ronel Slabbert | Director - Finance Services (B.Comm – Accounting)

Ronel Slabbert delivers financial consultation to all their schools and assists them with annual budgeting as well as month-to-month financial matters.

With her extensive and practical financial background, experience and qualifications, she has helped many schools principals to understand the intricate dynamics of financial management with the compiling of customized professional monthly management reports and hosting of financial management workshops.

Theo Kleynhans | Director - Internal Operations (B.Eng – Electrical & Electronic)

Theo Kleynhans is an Electrical and Electronics Engineer with a background, amongst others, as Business Analyst and Business Systems Developer. He has extensive experience in financial management and management of software in the training and quality assurance field. His passion for software efficiency and IT supply optimization makes him ideal for Administration, Personnel and Financial day-to-day operations at Edupac.

Theo's international ICT project management experience and vast knowledge of software operations ensure a stable and secure development arena at all times. His meticulous approach to developing training manuals and his commitment to providing outstanding technical service delivery on roll-outs and maintenance, teamed with his skill at sorting all aspects financial, result in continued company excellence.

Pieter Pienaar | Director - External Operations (B.Eng – Electrical & Electronic)

Pieter Pienaar is an Electrical and Electronics Engineer who gained valuable experience in Advanced Applications and Quality Assurance Management, as well as managing development teams within the South African IT Industry. His 20 years' IT Development and Training has stood him in good stead in his current cutting edge research and development role.

Pieter's focus within Edupac is to ensure that the best possible leading edge technology, content for software development, as well as courseware is sourced, adhering to both global and national software development standards. His detailed approach to project development and project management elevates each assignment to an exceptionally high professional standard. Managing the Edupac support team, he also ensures that they deliver a personal, professional and well-rounded installation to every new customer.



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1.5.2 Divisional Managers

- **Adrian van der Merwe** | Manager – Research and Development
- **Daleen van der Westhuizen** | Manager – Customer Training
- **Nico Pienaar** | Manager – Customer Support
- **Kerry Corbett** | Manager – Helpdesk Services

1.5.3 Employee Complement

- **Helpdesk Specialist Consultants: 6**
- **Master Support and Training Consultants: 8**
- **Software Research and Development Engineers: 4**
- **Administrative Staff: 4**

1.6 Client Base: National and International

EduPac is currently the Educational Management Software Solution of choice for more than **1000** schools throughout the Southern African Development Community. (SADC)

The EduPac solution has been acknowledged as the international benchmark in the Educational industry for all private schools, public primary and secondary schools, special-needs schools and pre-primary schools alike.

1.6.1 Ministry of Education, Namibia School Management Project

The EduPac EMIS Project for the Ministry of Education in Namibia has successfully implemented and concluded Phase 1 where 210 cluster schools selected by the MoE from all 13 regions are currently working on-line on a centralized server farm.

To date (2013-09-30): 82 573 Learner Profiles, 6 752 Educator Profiles have been captured and 2 720 End-users have been enrolled to access their respective school databases.

Phase 2 officially started on 2013-01-01 and 320 schools from all 13 regions applied to be included in the 2013/2014 roll-out.

65 Regional Master Trainers were trained to deploy training at schools in their regions, monitor and assist them as a 1st line Helpdesk. An additional 40 Master trainers were selected to be trained for Phase 2.

A central Helpdesk Business Unit was developed as a division in the Ministry of Education with 5 Educational Specialists.



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IMPROVING NAMIBIAN SCHOOL MANAGEMENT

Official Press Release: 6 SEPTEMBER 2010

“Try to imagine a country where ALL of our schools are ALL interconnected by a central educational management information system.”

The Namibian agreement



...“In a groundbreaking agreement between The Government of the Republic of Namibia, acting through the Ministry of Education, and Edupac Software Support Services (Pty) Limited, selected schools in all regions of Namibia are going live in January 2011 with the Edupac Web Solution procured.

*In September 2009, the Ministry selected **EDUPAC** as the sole and official provider to supply a school management information solution, **SCHOOLLINK**, to all schools in Namibia through an agreement which includes the licensing, intellectual property, customization, support and training of Educational institutions and schools.*

The Namibian Ministry has a vision to establish a demand-responsive and self-sustainable centralized web-based education management information system which is based on the integration of decentralised sub-systems, guided by partnerships with stakeholders at both national and regional levels...”

SCHOOLLINK ENTERPRISE EDITION NAMIBIA





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1.7 Corporate Educational Projects:

1.7.1 **HP-INVENT: NEPAD e-Schools Africa Project (2005-2008)**

The NEPAD e-Schools Demonstrator Project (NEPAD e-Schools Demo) was identified as a critical initial step for the implementation of the NEPAD e-Schools Initiative.

The NEPAD e-Schools demo was intended to accrue a body of knowledge, based on real-life experiences of the implementation of ICT in schools across the African continent that would serve to inform the rollout of the broader NEPAD e-Schools Initiative.

To this end, the NEPAD e-Schools project established and monitored NEPAD e-Schools where Edupac participated as a consortium partner for School Management in the following countries: South Africa, Uganda, Mozambique and Nigeria.

1.7.2 **IBM Education South Africa: School Management Project (2004)**

Lead Organization: Edupac Software Support Services
Project Funder: IBM South Africa
Project Location: Johannesburg
Timeline: 1 Year (August 2006 – July 2007)
Project Partners: IBM & Edupac Software Support Services
Beneficiaries: 10 schools

1.7.3 **SASOL1: School Management Project – Oct 2005**

Lead Organization: Edupac Software Support Services
Project Funder: SASOL 1
Project Location: Schools in Sasol 1 feeding area
Timeline: 1 Year (January 2006 – June 2007)
Project Partners: Kumba Resources
Edupac Software Support Services
Beneficiaries: 21 schools in Sasolburg

1.7.4 **Kumba Resources Schools Project - July 2006**

Lead Organization: NBI
Project Funder: Kumba Resources
Project Location: Schools in Kumba mines feeding area
Timeline: 1 Year (August 2006 – July 2007)
Project Partners: National Department of Education
Kumba Resources
NBI
Edupac Software Support Services
Tswela Services
Beneficiaries: 5 schools In Kwa-Thema and Springs



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1.7.5 Gauteng-on-Line: 2006 to 2008

Computer Literacy Training as consortium Partner with Pinnacle SA

Schools Trained = 150 (± 7000 Educators)

1.7.6 University Witwatersrand: Executive Leadership for Principals (Dr. Muavia Gallie): 2010-2012

Financial Risk Management Workshops (Pro-Bono)

1.8 Corporate Memberships & Affiliations

- Proudly South African Membership
- ISASA – Independent Schools Association of South Africa
- GBF – Governing Body Foundation of South Africa
- EMASA – Educational Management Association of South Africa
- SAELA – South Africa Education Law Association
- NAPTOSA
- FEDSAS
- National Small Business Chamber of South Africa
- ADESSA
- **Intel® Software Registered Partner**