



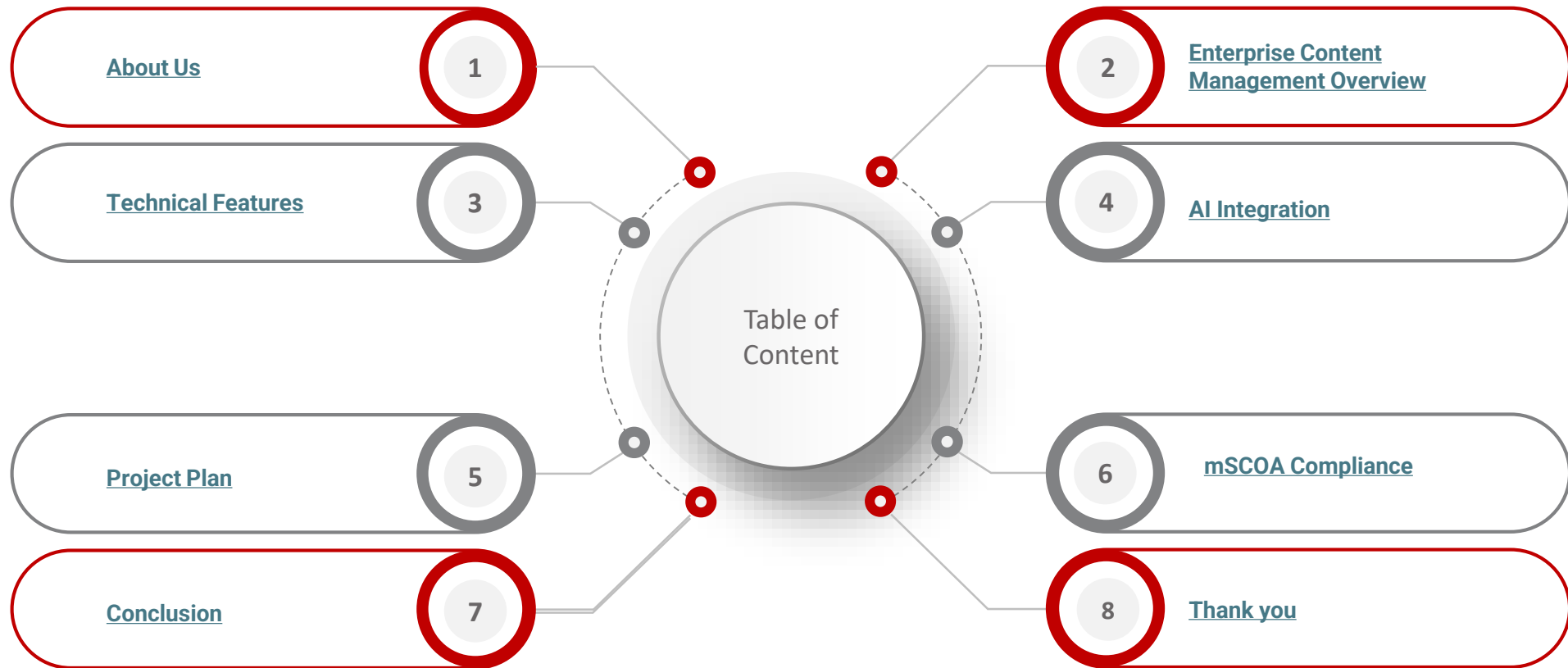
# ENTERPRISE CONTENT MANAGEMENT

Document Digitisation | Scanning, Indexing and Imaging | Archiving



**Providence**  
Software Solutions

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# DISCLAIMER

*The information shared in this presentation regarding the Enterprise Content Management (ECM) solution is for informational purposes only. The content provided reflects the current capabilities, features, and potential benefits of the ECM system as of the time of the presentation. While every effort has been made to ensure the accuracy, reliability, and relevance of the information, no guarantees are made regarding the completeness or timeliness of the data presented.*

*This presentation is not intended to be a comprehensive guide or definitive recommendation regarding the ECM solution. The views expressed herein are based on the present functionality and scope of the ECM solution, which may evolve or change over time as the solution undergoes further development or updates. As such, features, capabilities, and pricing may be subject to revision.*

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# COMPANY INFORMATION

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# WHY TRUST US

**20+** YEARS INDUSTRY  
EXPERIENCE

**1000+** COMPLETED  
PROJECTS

**LEVEL 1** B-BBEE  
COMPLIANCE

**GRC** DEDICATED  
DEPARTMENT



About Us — — —

# OUR SERVICES

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## CUSTOM SOFTWARE SOLUTIONS

We create tailored software solutions that innovate by leveraging cutting-edge technologies to drive efficiency, scalability, and competitive advantage



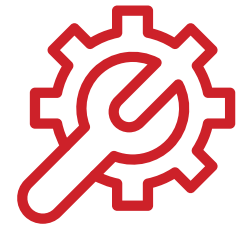
## COMPLIANCE

Our GRC services ensure your operations meet industry standards while mitigating risks and safeguarding data integrity



## INFRASTRUCTURE

We build and optimize secure, scalable IT infrastructure that future-proof your operations and ensure seamless performance, uptime, and disaster recovery.



## MAINTENANCE & SUPPORT

Our support and maintenance team ensure your systems stay agile, secure and up-to-date, minimizing downtime and allowing your team to focus on innovation

# “CUSTOMER SATISFACTION THROUGH PERFECTION”

Four words from which **PROVIDENCE** derives its soul

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## VISION

Providence aims to provide premier advisory services to its clients by shaping them to become industry leaders. This is done through providing them with a competitive edge in transformation, quality management systems, operational systems as well as risk management systems.

## MISSION

Providence aim is to achieve customer delight through excellence in all we do, by offering world class services in assisting our customers to create an IT environment that provides a stable platform to enable informed management decisions that drives business profitability.

## PROMISE

- Co-creation of innovative ideas and high impact results to our clients.
- Creation of lasting benefits in the societies and communities we live in.
- Ensure above market growth and value for our clients and stakeholders.
- Providing the highest standard of quality.
- Exemplary quality assurance practices providing seamless, worry-free control throughout the duration of a project and beyond.

## Overview

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### Providence Digital: Transforming Industries with Innovation

Providence Digital empowers South African industries by delivering digital solutions that enhance productivity, reduce costs, and minimize risks. We specialize in sectors like ICT, banking, healthcare, engineering, and manufacturing, providing expertise and advanced analytics to drive success.

### Innovate and Lead with Providence Digital

We help businesses stay ahead by systemizing, automating, and innovating their operations. Our solutions combine top-tier platforms with industry insights to fuel growth and keep our clients competitive in a rapidly changing digital world.

### Providence Digital Portal: Secure, Instant Access to Your Digitized Documents

We help businesses stay ahead by systemizing, automating, and innovating their operations. Our solutions combine top-tier platforms with industry insights to fuel growth and keep our clients competitive in a rapidly changing digital world.

## Solution

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### Key Features:

#### ***Multi-Factor Authentication (MFA):***

Secure login protocols ensure that only authorized personnel gain access to the system.

#### ***End-to-End Data Encryption:***

Advanced encryption methods protect data both in transit and at rest, safeguarding sensitive information from unauthorized access.

#### ***Multiple Failover Systems:***

Ensures constant availability of documents, even during unexpected disruptions.

#### ***Comprehensive Audit Trail:***

Tracks all user activities within the portal, providing full transparency and accountability.

#### ***Customizable Document Retention Policies:***

Tailor document retention schedules according to your specific business needs and compliance requirements.

#### ***Granular User Access Control:***

Allows for fine-tuned control over who can access, view, or modify documents, ensuring compliance with organizational policies.

## Enterprise Document & Records Management System (EDRMS)

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Our tailor-made solution is modular, providing wide range of features customized/configured based on the organization specific business processes and workflow automation requirements.

### **2) Document Processing**

We do more than just scan your documents we tag them based on your specific needs for easy reference and apply Optical Character Recognition (OCR) to make your digital files searchable.

### **4) Content Management System**

A service designed to help you quickly and easily publish and manage your digital collections online.

### **6) ECM Automation with Agentic AI**

Streamline enterprise content management by leveraging Agentic AI to automate document handling, data extraction, and workflow processes.

### **1) Expert scanning**

Preserve your Content quickly and effortlessly from booking and loose to rare, fragile or unique original items at your premises

### **3) Metadata services**

We add comprehensive metadata to your content for easy retrieval and detailed indexing covering attributes such as origin, purpose, creation date, geographic location, and terms of use

### **5) Integration with RPA**

OCR and RPA work together to extract structured data and automate repetitive tasks, improving speed and accuracy in workflows.



## Technical Specifications

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### ***User Management:***

#### **Audit Trail:**

- Every user action within the portal is meticulously logged, providing a comprehensive audit trail that ensures complete transparency and accountability.
- **Granular Access Control:**  
Define and manage precise access levels for each user or group, ensuring that only authorized personnel can access, modify, or delete documents according to their roles.

### ***Compliance:***

- **POPI Compliant:**  
The portal adheres to the Protection of Personal Information (POPI) Act, ensuring that your organization complies with South African data protection regulations.
- **Data Residency:**  
All data is securely hosted within South African borders, ensuring compliance with local data residency requirements and protecting your organization from regulatory risks.

### ***Security Measures:***

- **Multi-Factor Authentication (MFA):**  
Protects the portal with an additional layer of security, ensuring only authorized access.
- **Data Encryption:**  
Utilizes AES-256 encryption for data stored in the system (at rest) and TLS 1.2+ for secure data transmission (in transit).
- **Azure Web Application Firewall:**  
Adds an extra layer of protection against common web vulnerabilities, ensuring robust security for your digital assets.

### ***System Architecture:***

- **Multiple Failovers:**  
The Providence Digital Portal is designed with redundant systems to ensure exceptional reliability, providing 99.99% uptime. This guarantees that your documents are always accessible, even in the event of a system failure.
- **Azure Cloud Hosting:**  
Hosted on Microsoft's Azure Cloud, the portal leverages a robust, scalable infrastructure that ensures optimal performance, flexibility, and security.

## Technical Specifications

### Document Management:

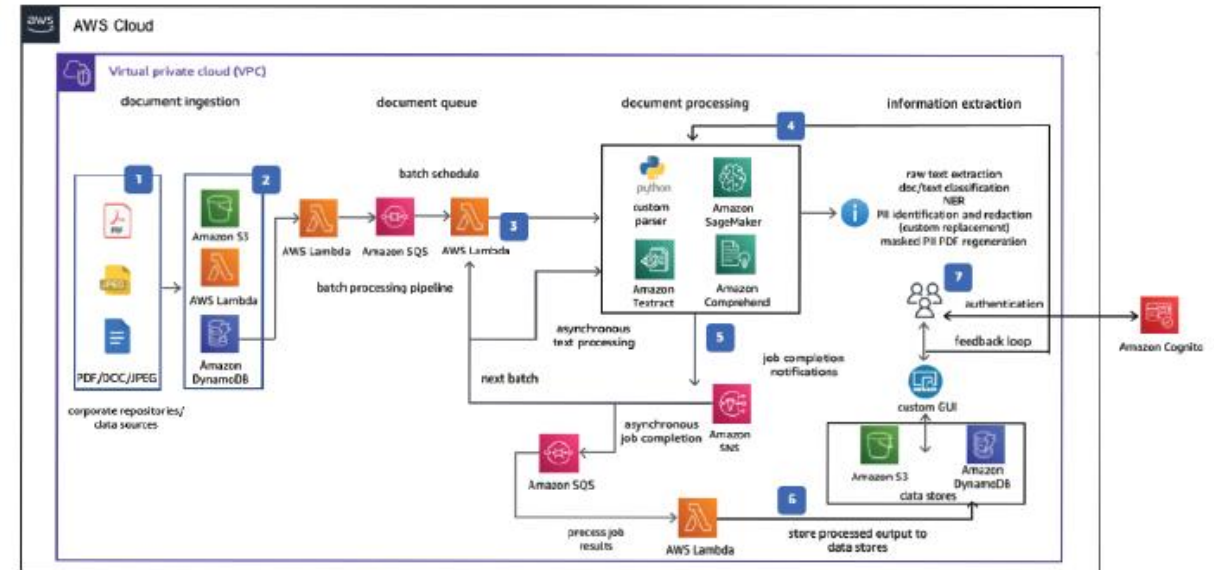
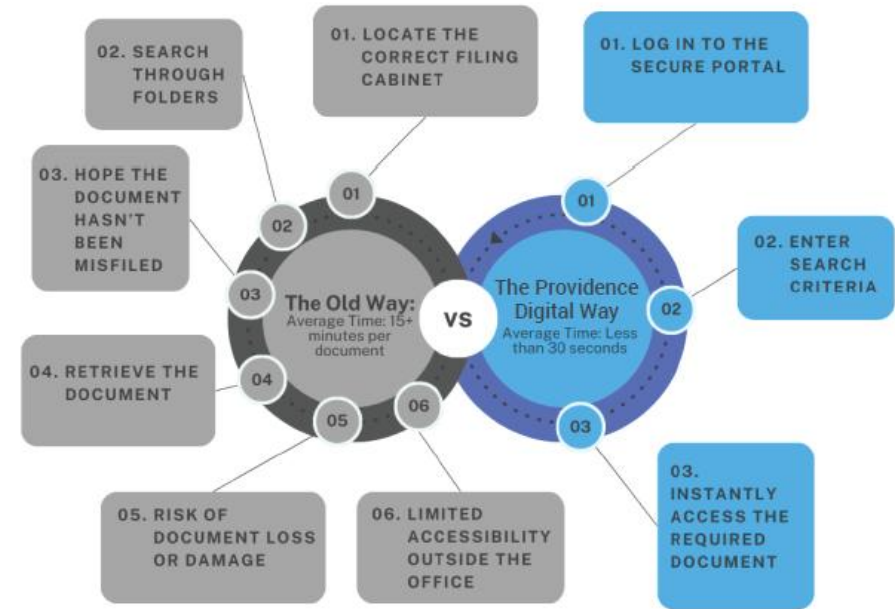
- **Customizable Retention Policies:**

Set and manage document lifecycles based on your specific organizational needs and compliance requirements. This feature helps you stay compliant with regulations while efficiently managing document storage.

- **Advanced Search Capabilities:**

Quickly locate any document using powerful search functionalities, including metadata-based search, full-text search, and custom filters. This ensures that critical information is always just a few clicks away.

The Providence Digital Portal is designed to provide your organization with a secure, efficient, and reliable document management solution that meets the highest standards of data protection and compliance.



## AI Integration

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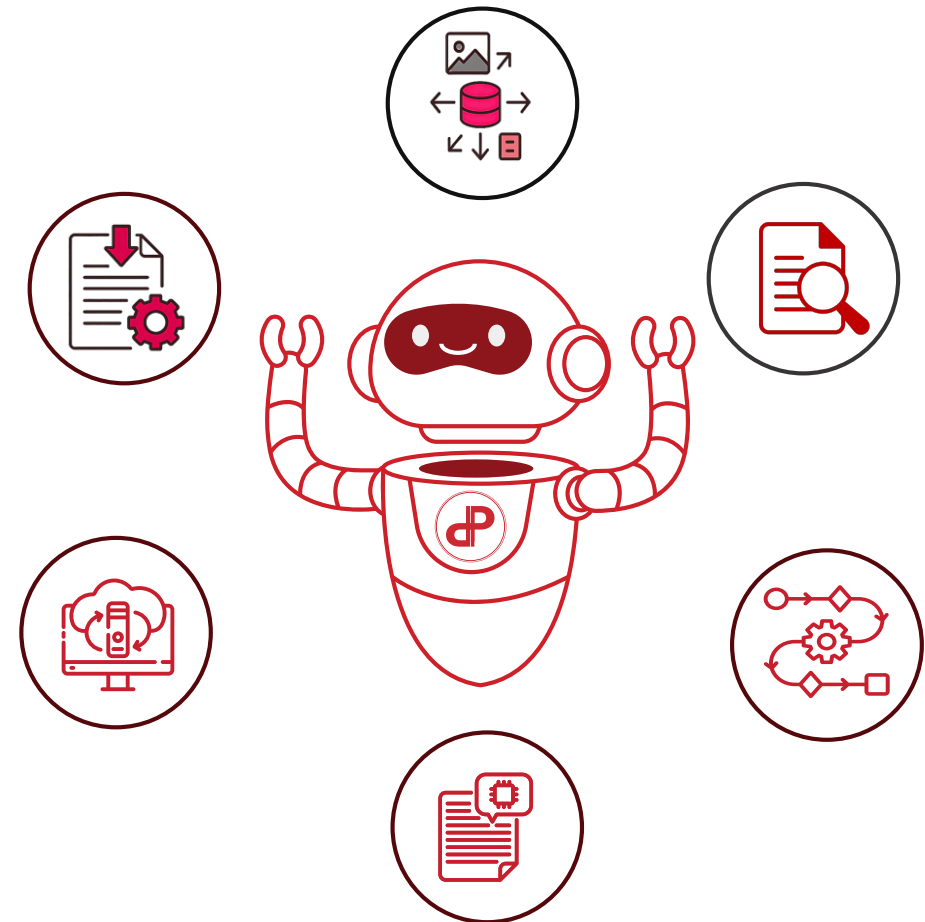
### AI Capabilities:

- **Automated Document Ingestion & Classification**
  - Converts raw scanned documents and unstructured data into structured, searchable formats using OCR and NLP.
  - AI models classify content by type (e.g., contracts, patient records, invoices) and apply metadata automatically.
- **Unified Content Aggregation**
  - Aggregates data from multiple sources and formats into a single, centralized view eliminating silos and improving accessibility.
- **Smart Search & Retrieval**
  - AI-enhanced search enables users to find documents using natural language queries, keywords, or contextual filters.
- **Workflow Automation & Routing**
  - AI identifies document types and routes them to the appropriate department or user based on predefined rules and learned behavior.
- **Predictive Insights & Summarisation**
  - AI summarizes lengthy documents (e.g., patient records, legal files) and highlights key insights to support faster decision-making.
- **Secure Backup & Compliance**
  - AI ensures content is backed up intelligently and tagged for compliance with frameworks like PoPIA/GDPR, and internal governance policies.

## Digital Transformation Benefits

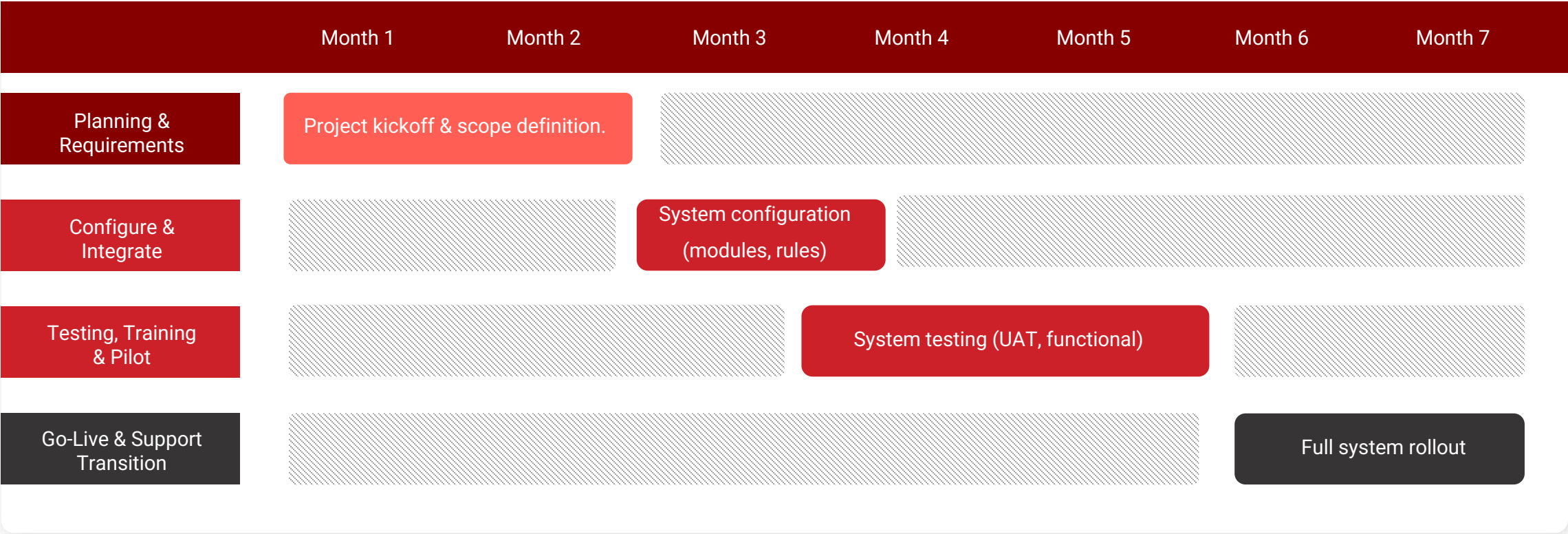
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- Replaces manual filing and document handling with intelligent automation
- Reduces time spent on document search, review, and routing
- Enhances collaboration across departments with centralized access
- Improves compliance, audit readiness, and data governance
- Scales effortlessly across departments and document types

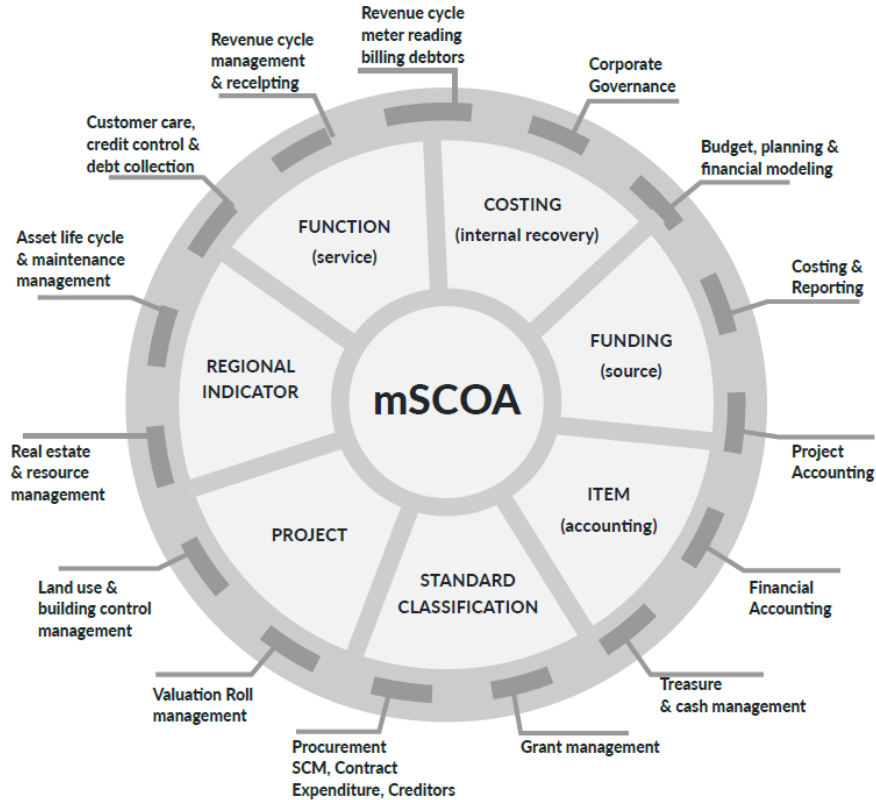


Project Plan

Providence Software Solutions proposes the integration of its AI-Enhanced Enterprise Content Management system to help clients streamline operations, automate workflows, and enable smarter, data-driven decision-making. By combining predictive analytics, intelligent reporting, and real-time decision support, the solution improves service delivery, enhances compliance with frameworks like mSCOA and MFMA, reduces costs, and increases transparency across departments such as finance, HR, and operations.



## Compliances



*Seven mSCOA Segments and Fifteen Business Processes*

## Information Protection with Microsoft Purview

- Microsoft Purview Information Protection to classify, label, and safeguard sensitive asset data.
- Ensures that all information whether at rest, in use, or in motion is protected across cloud and on-premise environments.
- Sensitivity labels and policies are applied to asset data to control access and enforce compliance.
- Supports end-to-end visibility and control of information through:
  - Unified data classification and labeling
  - Encryption and rights management
  - Policy enforcement based on sensitivity or user role
- Helps organizations meet data protection standards under PoPIA, while supporting mSCOA's governance model through:
  - Secure audit trails
  - Role-based access aligned with financial functions
  - Protection of financial records and asset metadata from unauthorized access



## Conclusion

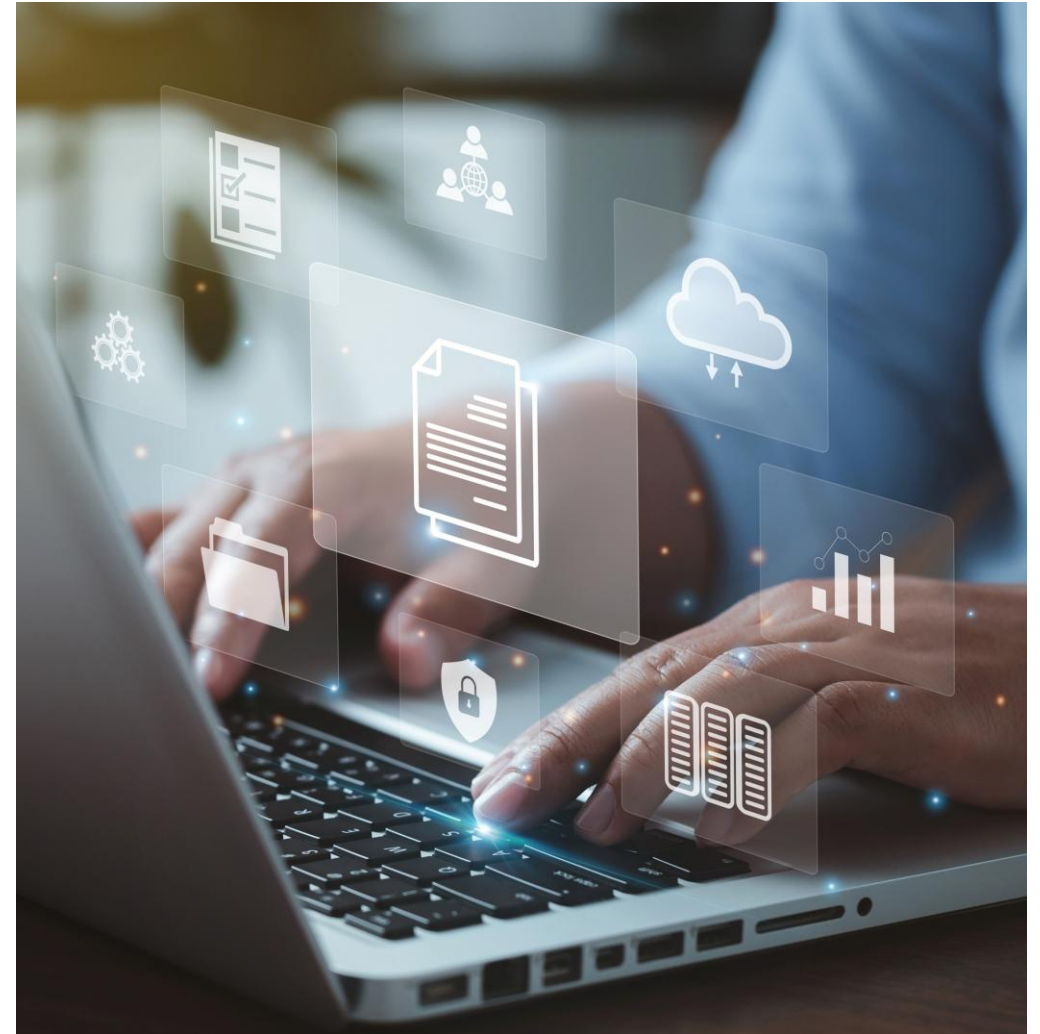
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Providence Software Solutions is committed to delivering a modern, secure, and highly functional Enterprise Content Management System that enhances efficiency, transparency, and user experience.

Our expertise in enterprise IT solutions and a proven track record in delivering high-quality services, positions us as the ideal solution provider

Through a comprehensive design and development process, we deliver a user-friendly platform that supports seamless navigation, high performance, and compliance with governance standards. The solution is built on a scalable and secure infrastructure incorporating advanced security protocols, automated backups, ensuring data integrity and system reliability. Our tailored systems will streamline and improve workflows.

We look forward to partnering you in modernizing and improving your enterprise content management.



Pss-ECM-v1-June

# THANK YOU

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