Company Profile

Established in 2013, Rifumo Empowerment Holdings (REH) is an Information Technology firm specializing in Process Automation (PA), Business Intelligence (BI), eCommerce Solutions, Data Warehousing (DW), Digitization, Customer Relationship Management systems (CRM), Application Development and Microsoft Business Central (BC). Our expertise in the development and implementation of Microsoft Technology (MT) enables our team to utilize standard best practices in the implementation of new technology and innovation. REH is a 100% black-owned SMME, B-BBEE Level 1 contributor and a Microsoft Gold Partner.

REH excels in development, customization, configuration, and implementation of technology solutions that offer expert guidance on the latest developments in technology across multiple industries. The organization provides tailor-made solutions that are user-centric and customer focused, to enable digital transformation using standard best practices and tried and tested methodologies.

We provide innovative technology through dedicated partnerships with our clients as we work to achieve outcomes that are user-driven and cost-effective. We take pride in enabling solutions and sharing knowledge collaboratively with our clients.

Proven Track Record

Rifumo has a proven track record and strong credentials in Microsoft Dynamics 365 projects, eCommerce, ICT Assessments, Business Process Design, System Integrations, and Project Management techniques. We remain a partner of choice to several Public Sector Clients. Our clientele base includes but is not limited to the following.

- Johannesburg Development Agency JDA
- City of Johannesburg Departments
- Public Investment Corporation
- Gauteng Department of Education

Our Solid and Robust Methodology

Our Project Management and Implementation methodology is based on the Microsoft Operations Framework and the Dynamics Sure-Step toolsets. These are tried, tested, and trusted methodologies which have, over the years been utilized, and proven to add the desired value to Clients.

Our Services Catalogue

Microsoft Azure Cloud Services:

We provide comprehensive implementation and support for Microsoft Azure's suite of cloud services, including virtual machines, storage, databases, analytics, AI, IoT, and more. We enable organisations to build, deploy, and manage applications and infrastructure in a secure and scalable cloud environment.

Microsoft 365:

We offer Office 365 implementation services, to combine productivity tools such as Word, Excel, PowerPoint, and Outlook with collaboration services like SharePoint, Teams, and OneDrive. This is done in collaboration with our partners (clients) to enable businesses with cloud-based communication, collaboration, and productivity solutions.

Dynamics 365:

We offer an end-to-end Dynamics 365 (CRM and ERP) suite of intelligent business applications that streamline processes and enhance customer relationships. This includes modules for sales, marketing, customer service, finance, supply chain, and more, enabling organizations to optimize their operations and drive growth.

Business Intelligence:

We offer technologies, applications, and practices that enable organisations to collect, analyse, and interpret data to make informed business decisions. This involves the use of various tools (Microsoft BI tools) and techniques to transform raw data into meaningful insights, helping businesses gain a competitive edge and drive growth.

Azure AI and Machine Learning (AI and ML):

Through the use of Microsoft Azure (AI and ML), we provide a robust set of AI and machine learning services, including Azure Cognitive Services and Azure Machine Learning. These services enable developers to build intelligent applications that can understand, reason, and interact with users in a natural and personalized way.

Azure IoT:

We use Azure IoT to provide a comprehensive set of services and tools for building and managing IoT solutions. This enables our BI and technical team help organisations to connect, monitor, and manage devices, collect, and analyse data, and create actionable insights to drive operational efficiency and innovation.

Power Platforms:

We use Microsoft Power Platform to combine Power Apps, Power BI, and Power Automate (formerly known as Microsoft Flow) to create low-code/no-code solutions for building business applications, data visualizations, and workflow automation. This empowers organisations and users to create custom solutions and drive digital transformation without extensive coding skills.

Microsoft Security Services:

We provide a range of security services and solutions to protect against evolving threats. This includes Azure Security Center, Microsoft Defender for Endpoint, Microsoft 365 Defender, and more, helping organisations safeguard their data, identities, and infrastructure. This is done through innovation and partnerships with other leading technology organisations in the cybersecurity sector.

Data Warehousing:

We offer data warehousing services for the collection, to collecting, organising, and storing of large volumes of structured and sometimes unstructured data from various sources within an organisation. This involves creating a central repository, as a data warehouse, which is designed to support business intelligence, business portals, analytics, and reporting.

Table 1: Company Profile: Our Service Catalogue

Consulting Services

Our consulting services aim to provide organisations and government departments with technological solutions to penetrate and/or improve the delivery of business and government services through the use of technology, with expert guidance on service delivery and business model improvement.

Here is a comprehensive catalogue of service offerings that covers various domains, including:

- Project Management
- Change and Adoption
- Business Intelligence
- eCommerce Solutions
- Enterprise Content Management
- OpenText
- Machine Learning
- Artificial Intelligence
- IoT
- Data Centre Support
- Hosting Solutions
- Modern Workspace (Microsoft 365)
- ICT Infrastructure
- Enterprise Infrastructure Architecture
- Communication Infrastructure
- Disaster Recovery
- Cybersecurity, and
- Healthcare

1 — Project Management Services
- ❖ Project planning, execution, and monitoring
- ❖ Risk management and mitigation strategies
- ❖ Stakeholder management and communication
- ❖ Resource allocation and budgeting
- ❖ Project documentation and reporting

2 — Change and Adoption Services
- ❖ Change management strategy and planning
- ❖ User adoption planning and execution
- ❖ Training and enablement programs
- ❖ Communication and stakeholder engagement
- ❖ Measuring and tracking change effectiveness and reporting

3 — Business Intelligence Services
- ❖ Data analysis and reporting
- ❖ Dashboard and visualization development
- ❖ Data modelling and data warehouse design
- ❖ Advanced analytics and predictive modelling
- ❖ Business performance monitoring and KPI tracking

4 — Enterprise Content Management (ECM)
- ❖ ECM platform implementation and customization
- ❖ Document management and workflow automation
- ❖ Records management and compliance
- ❖ Collaboration and knowledge management
- ❖ Information governance and security

5 — Open Text Services
- ❖ OpenText software implementation and integration
- ❖ Content management and archiving solutions
- ❖ Document capture and recognition
- ❖ Vendor invoice management
- ❖ Contract management and legal solutions

6 — Machine Learning and Artificial Intelligence
- ❖ Machine learning model development and deployment
- ❖ Natural language processing and sentiment analysis
- ❖ Predictive analytics and forecasting
- ❖ Image and video recognition
- ❖ Chatbots and virtual assistants

7 — Internet of Things (IoT) Solutions
- ❖ IoT platform integration and deployment
- ❖ Device connectivity and data acquisition
- ❖ Data processing and analytics
- ❖ IoT security and privacy
- ❖ IoT application development and customization

8 — Data Centre Support
- ❖ Data center planning and design
- ❖ Installation and configuration of infrastructure components
- ❖ Server and storage management
- ❖ Network infrastructure setup and management
- ❖ Virtualization and cloud integration

9 — Hosting Solutions
- ❖ Managed hosting services
- ❖ Cloud hosting and migration
- ❖ Infrastructure-as-a-Service (IaaS) and Platform-as-a-Service (PaaS)
- ❖ Disaster recovery planning and implementation
- ❖ Scalable and high-availability hosting solutions

10 — Modern Workspace (Microsoft 365)
- ❖ Microsoft 365 implementation and migration
- ❖ Collaboration and productivity tools setup
- ❖ SharePoint and Teams customization
- ❖ Document management and version control
- ❖ Mobile device management and security

11 — ICT Infrastructure
- ❖ Network design and implementation
- ❖ Server and storage solutions
- ❖ Data center architecture and optimization
- ❖ IT infrastructure monitoring and management
- ❖ Virtualization and cloud integration

12 — Enterprise Infrastructure Architecture
- ❖ Infrastructure assessment and gap analysis
- ❖ Architecture design and planning
- ❖ Technology roadmap development
- ❖ Infrastructure optimization and scalability
- ❖ Integration of legacy and modern systems

13 — Communication Infrastructure
- ❖ Unified communications solutions
- ❖ Voice over IP (VoIP) implementation
- ❖ Video conferencing and collaboration tools
- ❖ Contact center setup and optimization
- ❖ Network connectivity and telecommunication services

14 — Disaster Recovery Services
- ❖ Disaster recovery planning and strategy development
- ❖ Backup and recovery solutions implementation
- ❖ Data replication and failover systems
- ❖ Testing and validation of disaster recovery plans
- ❖ Business continuity management

15 — Cybersecurity Services
- ❖ Security assessment and vulnerability scanning
- ❖ Security policy development and implementation
- ❖ Identity and access management
- ❖ Security incident response and threat detection
- ❖ Security awareness training and education

16 — Healthcare Services
- ❖ Electronic Health Record (EHR) system implementation
- ❖ Health information exchange integration
- ❖ Healthcare data analytics and reporting
- ❖ Telemedicine and remote patient monitoring solution
- ❖ Compliance with HIPAA and other healthcare regulations

17 — Property Management Services
- ❖ Lease and tenant management
- ❖ Rent collection and financial reporting
- ❖ Property maintenance and repair coordination
- ❖ Lease administration and documentation
- ❖ Occupancy and vacancy management

18 — Reseller Portals
- ❖ Development and customization of reseller portals
- ❖ Partner onboarding and enablement
- ❖ Sales and lead management
- ❖ Order processing and fulfilment
- ❖ Channel partner collaboration and communication

19 — Indigent Management
- ❖ Indigent registration and eligibility determination
- ❖ Case management and service coordination
- ❖ Benefits and assistance program administration
- ❖ Reporting and compliance management
- ❖ Integration with government agencies and service providers

Figure 1: Company Profile: Consulting Services

These services are designed to cater to the specific needs of organizations across various industries, providing comprehensive solutions and support in their respective domains.

Our Track Record

Below are projects that Rifumo have been involved in, that illustrate our capability and experience in delivering Microsoft solutions.

1 eGovernment: O365 Implementation

2 Department of Telecommunications and Postal Services: SharePoint Intranet Implementation

3 Department of Justice: O365 Customer Service Implementation

4 Metropolitan Trading Company: Microsoft Dynamics 365 Customer Service Implementation

5 Ombudsman City of Johannesburg: Microsoft Dynamics 365 Customer Service Implementation

6 South African Police Services: SharePoint Analysis Project Implementation and Micosoft Windows 10 and Office 365 Upgrade

7 Midvaal Local Municipality: Business Intelligence and Data Modeliling

8 City of Johannesburg: Smart E-Invoicing Solution and Microsoft Dynamics 365 Business Central

Figure 2: Company Profile: Our Footprint

Our Business Partners

MTN	Microsoft	Huawei
First Technology	Phakamo Tech	Teraco
Reblaze	OpenText	Archibus
Interfile	Trifour	K2
Nintex	Dynamics Africa	

Table 2: Company Profile: Our Business Partners