



SURE Enterprise IT Service & Contract Governance Platform

Built for Provincial Scale. Designed for Accountability. Aligned for Compliance.



Available via Microsoft Open Marketplace



The Delivery Partners



TechBee (Pty) Ltd

- 100% Women-Owned & Led South African Software Development Company.
- Core Capability: Enterprise software architecture, Governance-driven system design, Secure Azure-native deployments.
- Currently supporting logistics, supply chain, and state service providers.



UkHlela (Pty) Ltd

- Enterprise Digital Governance & Systems Integration Partner.
- Specializing in IT Service Management deployment and Public Sector digital governance implementation.



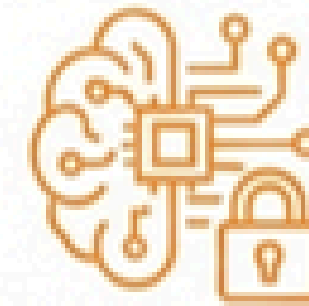
Together, TechBee + UkHlela deliver secure, scalable governance platforms aligned to public-sector realities.

Microsoft Marketplace Publisher & Intellectual Property Ownership

Locally designed, developed, supported and owned



Azure Marketplace solution owner and publisher.



The SURE platform is architected, governed, and roadmap-controlled by TechBee.



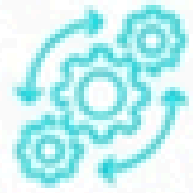
African-developed innovation aligned with provincial transformation objectives.
Reduced reliance on foreign-owned SaaS platforms.



Outcome: Ensures product continuity, vendor independence, and enterprise-grade cloud security.

Modular & Scalable Governance

Operate independently or as a fully integrated provincial ecosystem.



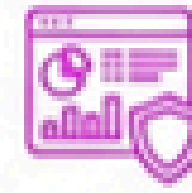
IT Service & Operations Management

Structured incident logging, escalation workflows, and service provider accountability.



Contract Governance

Transforms contracts from static documents into actively monitored instruments. Tracks spend vs. contract value and milestone payments.



Executive Intelligence

Real-time dashboards for HOD/CFO oversight. Risk concentration analysis and audit evidence trails.





SURE Enterprise Contract Governance

A Provincial Governance Control System

Executive Control Centre

The Reframe

SURE transforms contracts from static PDFs into active governance instruments.



**Not a
Repository.
A Control
System.**

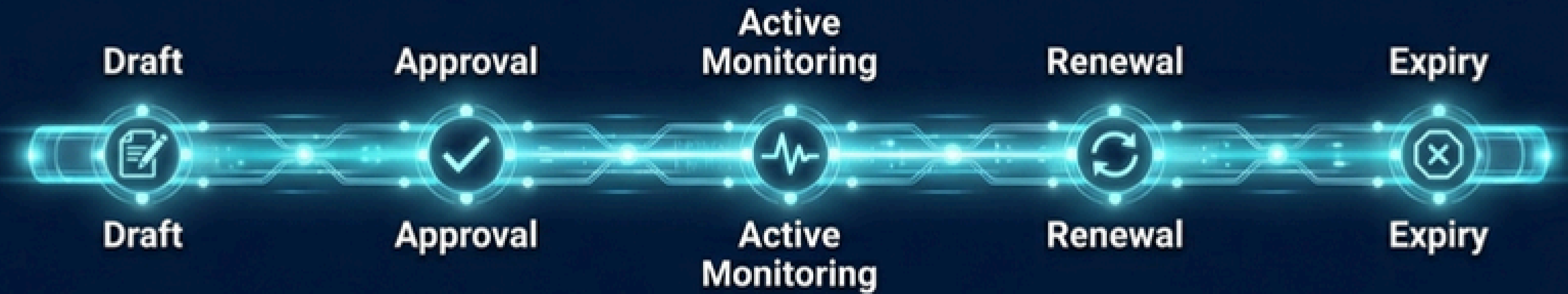
The Goal

Closing the Governance Risk Gap for MECs, HODs, and Treasury.

Provincial Contract Governance.
Digitally Enforced.

End-to-End Digital Enforcement

Full Lifecycle Governance



Nothing happens off-system. Full audit trails for every decision and amendment.

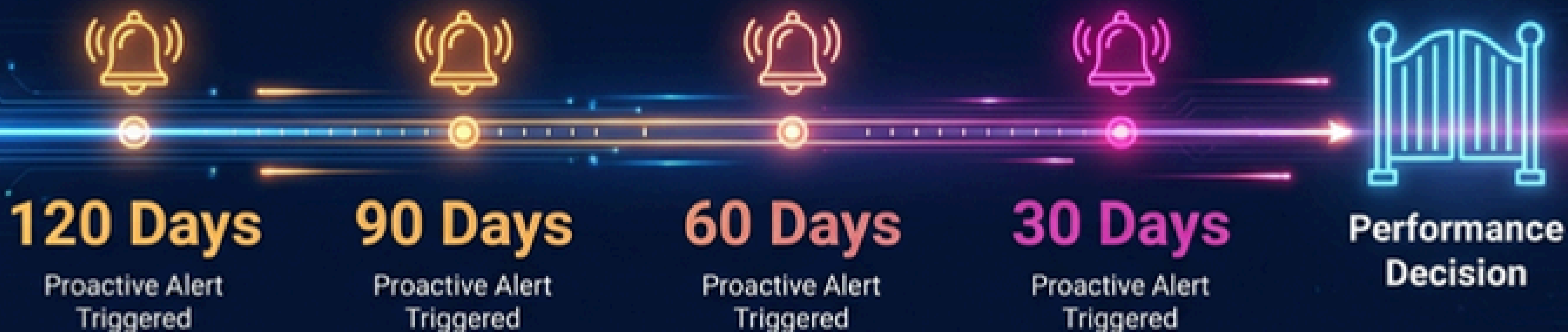
Financial Intelligence & Spend Control

- Real-time Tracking: Spend vs. Contract Value.
- Budget Alerts: Automated warnings for depletion.
- Milestone Validation: Payments linked to deliverables.
- Exposure Reporting: Multi-year commitment visibility.



Smart Renewal Governance

No More Silent Renewals



Renewal capability is linked to vendor performance score.
No renewing underperforming providers.

Real-Time Executive Oversight



Risk Detection:
Identify systemic
vendor risks

Audit Readiness:
Instant evidence
retrieval

Defensibility:
Internal Audit
Protection

Governance Driven by Operational Reality



- SURE is also an Enterprise Operations Platform.
- Operational incidents (ticket delays, poor service) automatically impact the Vendor Performance Score.
- Result: SLA performance measured by data, not feelings.

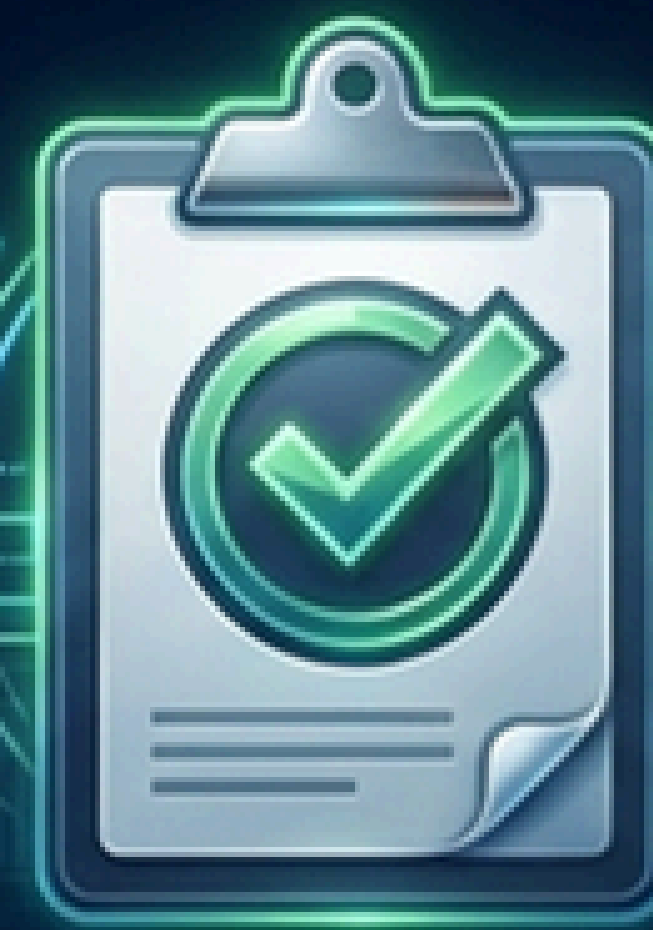
Enterprise-Grade Security & Compliance



Hosted on
Microsoft Azure.
Data Sovereignty
Assured.



Role-Based Access
Control (RBAC).
POPIA Aligned.



ISO 27001
Security Principles.
Full Audit Trails.

Built Locally, Deployed Globally



TechBee (Pty) Ltd

IP Owner & Publisher.
100% Women-Owned South
African Software Company.



UkHlela (Pty) Ltd

Integration Partner.
Specialists in Public Sector
digital governance.

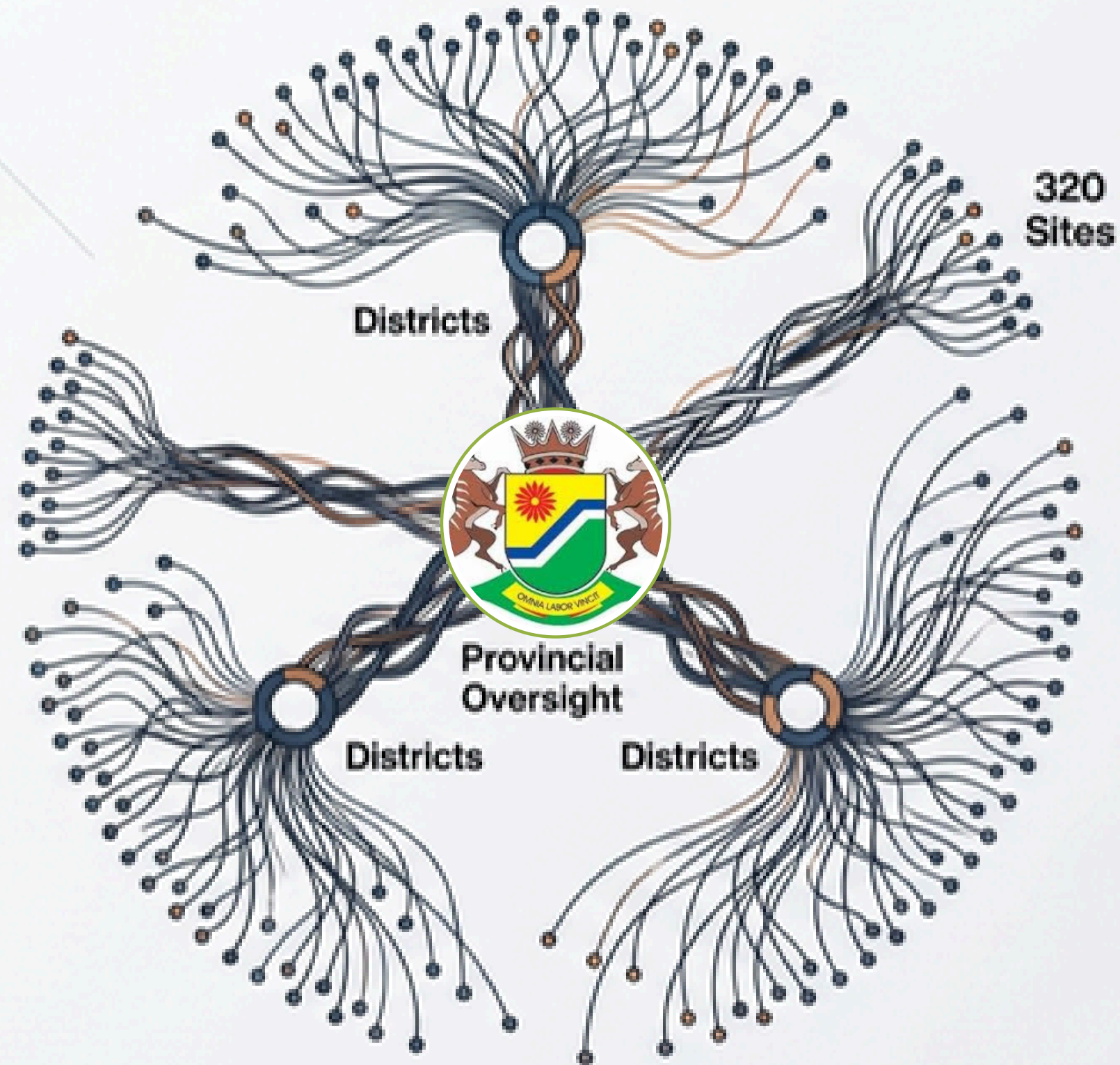
Local innovation reducing reliance on foreign-owned SaaS.

The Digital Governance Challenge

Scale of Operations:

Proxima Nova

- 320 Sites
- 3 Districts
- ±6,000 Users



The Governance Gap:

Managing service delivery at this magnitude requires more than ticket logging. It demands:

- Structured SLA governance
- Real-time visibility
- Escalation control & Vendor accountability
- Secure, auditable compliance

The SURE Enterprise Architecture: 6-Layer Model

Layer 6: API & Integration
(REST API, ERP integration, Power BI)

Layer 5: Security & Compliance
(ISO 27001 aligned, SSL, Role-based access)

Layer 4: Executive Intelligence
(Dashboards, Risk flags)

Layer 3: Contract Governance Module
(Lifecycle management, Financial oversight)

Layer 2: ITIL-Aligned Service Management
(Incident management, Asset linkage)

Layer 1: User Experience & Access
(Web portal, Chatbot, Email-to-ticket)

**Each layer
strengthens
operational
control while
supporting
enterprise
scalability.**

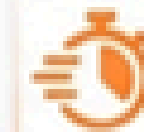
Strategic Value of Microsoft Marketplace

Secure Procurement. Rapid Rollout.



Azure-Native:

Secure SaaS architecture with centralized update & patch governance.



Rapid Procurement:

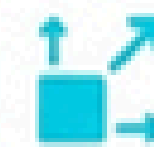
Deployment can begin within weeks, bypassing complex infrastructure delays.



Enterprise Integration:



Native compatibility with Azure Active Directory and Power BI.



Scalable:



Elastic licensing structure designed for government-ready hosting.

Security & Compliance Framework

Enterprise-grade security aligned with ISO 27001 & POPIA.



SSL Encryption & Security



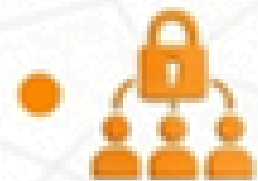
Role-Based Access



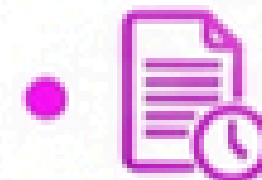
Audit Trails & Compliance



SSL Encryption: Secures all data transmission.



Role-Based Access: User access defined per department/role.



Audit Trails: Complete history of user actions for transparency.



Data Safety: Structured backups, failover protocols, and secure FTP for file handling.

ITSM Beyond IT: Enterprise Operations Management

SURE is an operational engine for the entire province, not just the IT department.



**Facilities maintenance
& Infrastructure faults**



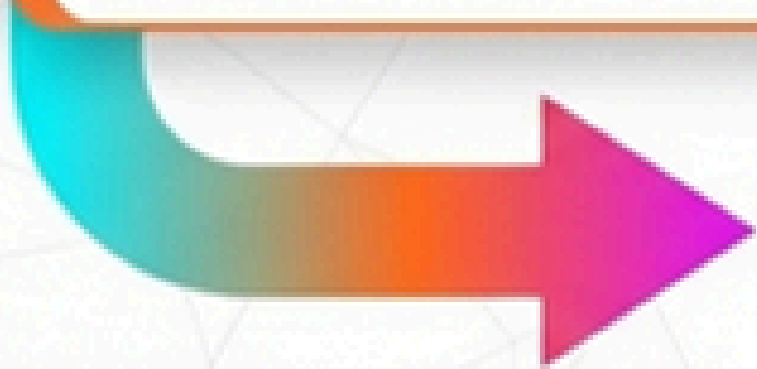
**Health facility
equipment servicing**



**School infrastructure
maintenance**



**Fleet and logistics
incidents**



**Feeds verified performance data into Contract Governance oversight
to enforce service provider accountability across all sectors.**

The Control Room: Dashboards & Visibility



The screenshot shows a web application interface for Incident Management. It features a red header bar with a 'NAVIGATION MENU' icon on the left and a user profile 'H. Smith' with a 'Logout' link on the right. Below the header is a 'CREATE NEW INCIDENT' button. The main content area is titled 'Incident Management' and contains a table with columns: Actions, RefNumber, Incident Title, Priority, Status, Assignee, Customer, and Date Created. The table lists three incidents, each with a set of status icons (red, yellow, green) in the Actions column. The bottom of the table shows a pagination control 'Rows per page 10 • 12 of 13'.

Actions	RefNumber	Incident Title	Priority	Status	Assignee	Customer	Date Created
	CALL20257051008	Test with PC	Low	New	Unassigned	Play	11/02/25, 10:03:16 AM
	CALL202530751004	Test Data	Low	New	Officer Sullivan	Officer	11/02/25, 10:04:16 AM
	CALL2025307510115	Laptop	Low	New	Officer Sullivan	Keyboard Problem	11/02/25, 11:03:16 AM

Key Features

- **Real-Time Tracking:** Live monitoring of SLA compliance, breaches, and technician productivity.
- **Risk Flags:** Identification of recurring incidents and systemic risks.
- **User-Defined Reporting:** Exportable reports (Excel/CSV) tailored to department needs.
- **Role-Based Views:** Dashboards specific to Technicians, Admins, or Department Heads.

The Ticket Lifecycle: Log, Classify, Assign

The diagram illustrates the transition from logging a new incident to viewing its details. A large, multi-colored arrow points from the 'Create New Incident' form on the left to the 'View Details' form on the right.

Create New Incident

Incident Details

Incident Title*	Status	
Laptop	New	
Incident Type	Urgency	Impact
Hardware Issue	Medium	Minor/Localized
Assigned Technician		
Sifiso Sikhakhane		

Customer Information

Customer Name	Customer Email	Customer Phone
Kaykazi Peka	kaykazi@kaykazi.co.za	0672145800
Company	Organization	
KOS		

Location & Assets

View Details

View Details

Incident ID	Status	Urgency	Impact	Technician
INC0012345	New	Medium	Minor/Localized	Sifiso Sikhakhane

Customer Details

Customer Name	Customer Email	Customer Phone
Kaykazi Peka	kaykazi@kaykazi.co.za	0672145800
Company	Organization	
KOS		

Location & Assets

Region/Province	City/Town/Village	Site
KwaZulu-Natal	eMgungundlovu District	Johannesburg
Affected Service	Affected Asset	
End User Device	LAPTOP - INC001234	

Description

Example: Laptop not powering suspected motherboard faulty



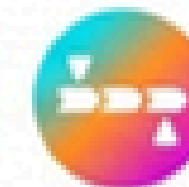
Log: Capture incident details, urgency, and impact.



Classify: Automatic categorization (e.g., Hardware Issue) and priority setting.

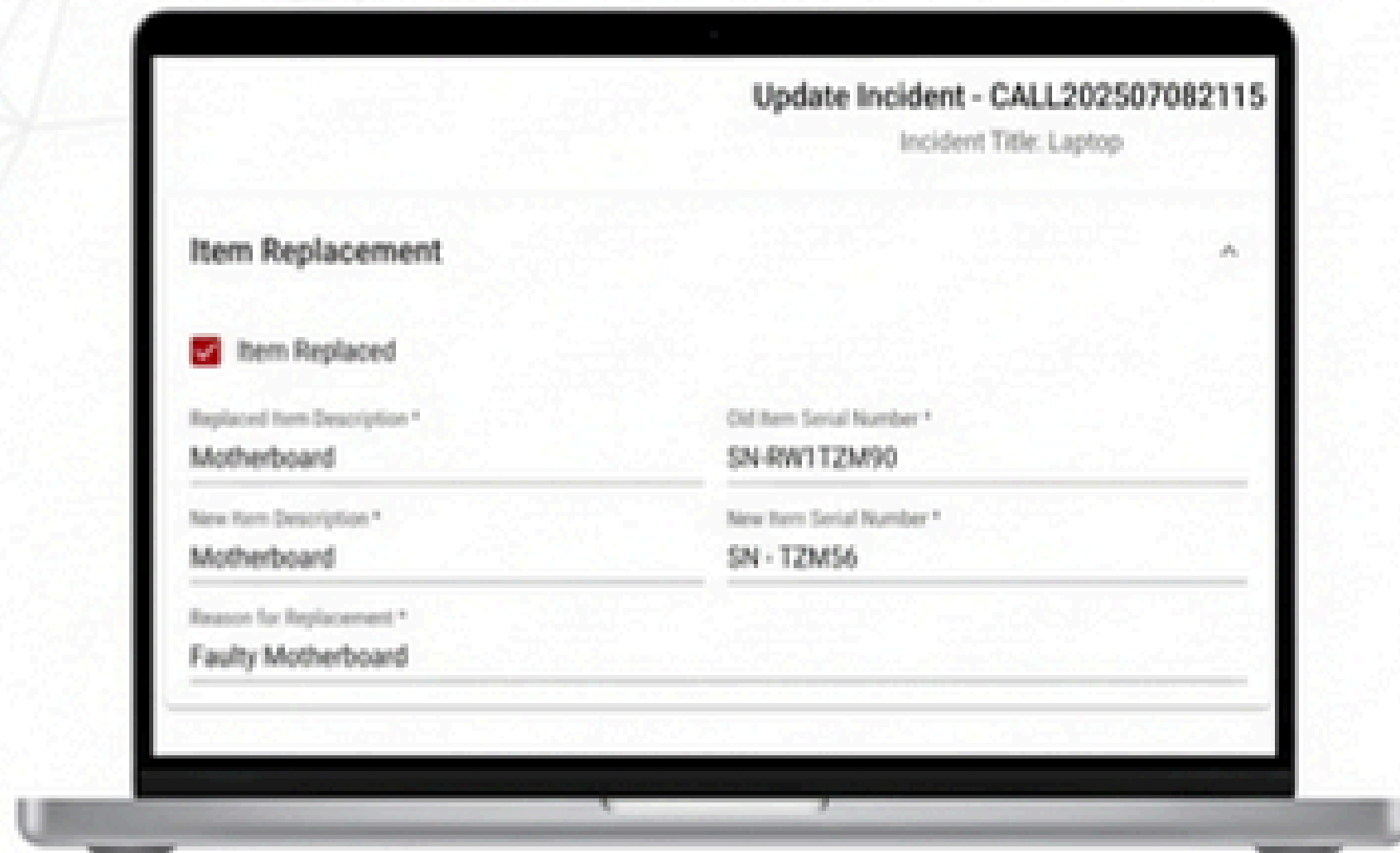


Assign: Direct assignment to specific technicians (e.g., Sifiso Sikhakhane) based on region or expertise.



Track: Real-time status updates from 'New' to 'In Progress'.

Resolution & Resource Management

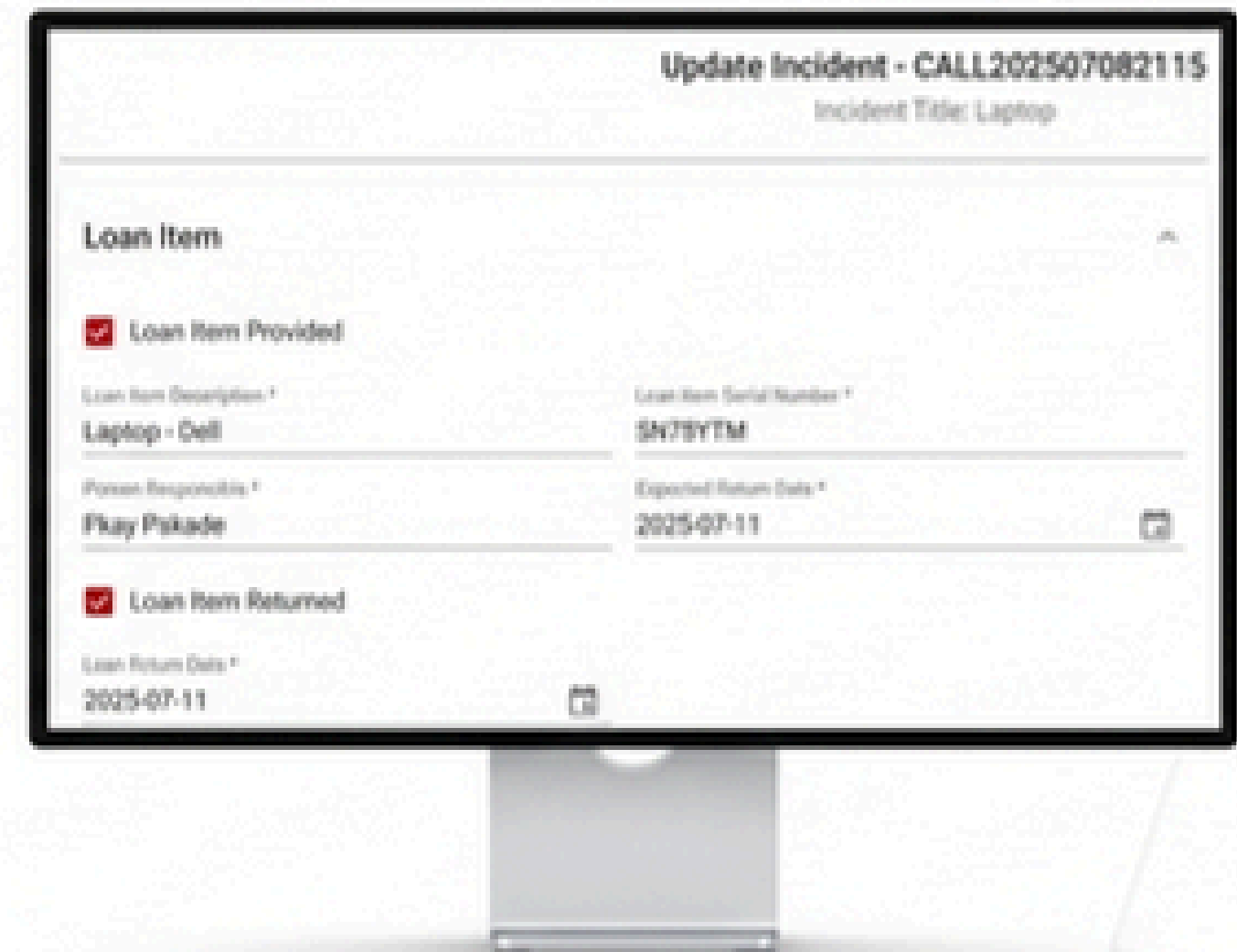


Update Incident - CALL202507082115
Incident Title: Laptop

Item Replacement

☒ Item Replaced

Replaced Item Description *	Old Item Serial Number *
Motherboard	SN-RW1T2M90
New Item Description *	New Item Serial Number *
Motherboard	SN - T2M56
Reason for Replacement *	
Faulty Motherboard	



Update Incident - CALL202507082115
Incident Title: Laptop

Loan Item

☒ Loan Item Provided

Loan Item Description *	Loan Item Serial Number *
Laptop - Dell	SN78YTM
Person Responsible *	Expected Return Date *
Flay Pakade	2025-07-11

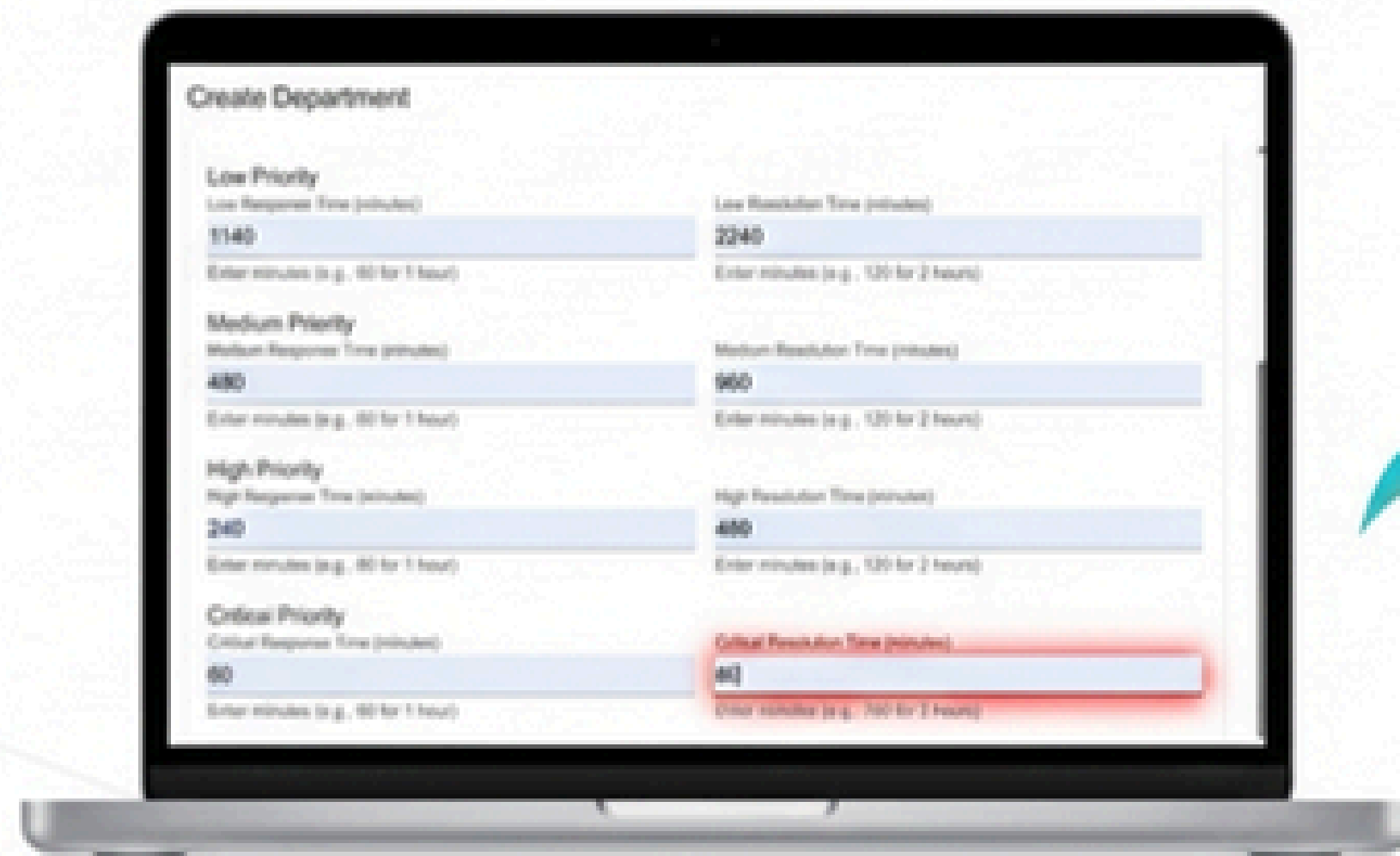
☒ Loan Item Returned

Loan Return Date *

2025-07-11

-  **Item Replacement:** Tracks old vs. new serial numbers (e.g., Faulty Motherboard replacement).
-  **Loan Tracking:** Manages loan items, responsible persons, and expected return dates.
-  **Audit Trail:** Logs reasons for replacement or removal (e.g., 'Third party' removal).
-  **Outcome:** Full accountability from deployment to disposal.

Automated Discipline: SLAs & Alerts



The screenshot shows a 'Create Department' form with four priority levels: Low, Medium, High, and Critical. Each level has input fields for 'Response Time (minutes)' and 'Resolution Time (minutes)'. The 'Critical' row is highlighted with a red border.

Priority	Response Time (minutes)	Resolution Time (minutes)
Low Priority	1140	2240
Medium Priority	480	960
High Priority	240	480
Critical Priority	60	60



Intelligent Alerts

Channels: SMS, WhatsApp, and Email notifications.

Triggers: Incident Logged, Assignment, Escalation, and SLA Breach.

Escalation: Automatically alerts team leads or managers when thresholds are crossed.

SLA Configuration: Define response and resolution times by priority (Critical: 60 mins vs. Low: 1140 mins). Department-specific SLA timers.



Strategic Outcomes for the Province

From Document Repository to Contract Governance Control System.



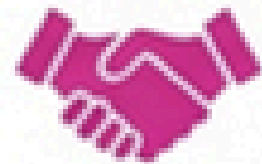
Reduced Audit Findings:

Traceable, defensible data for the Auditor-General.

ZAR

Financial Control:

Prevention of financial leakage and verified milestone payments.



Vendor Accountability:

Digitally enforced SLAs and performance scoring.



Operational Discipline:

Centralized visibility across 3 districts and 320 sites.

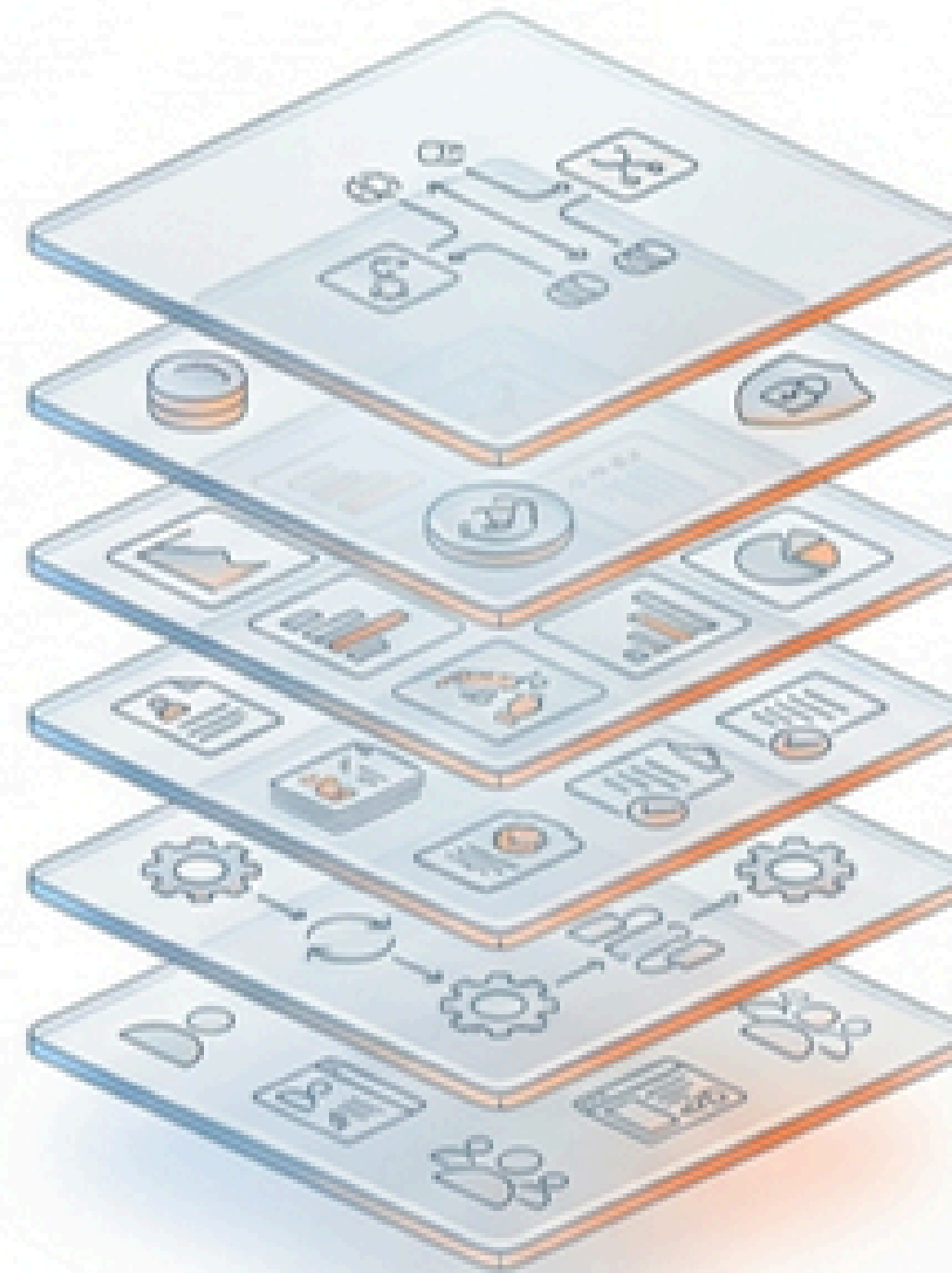


SUPPORT, UPDATE, RESOLVE, ESCALATE

The SURE Layered Architecture

A comprehensive stack designed for operational control and scalability.

- Layer 6
API & Integration Layer
- Layer 5
Security & Compliance Framework
- Layer 4
Executive Intelligence & Dashboards
- Layer 3
Contract Governance Module
- Layer 2
ITIL-Aligned Service Management
- Layer 1
Service Access & User Experience



Each layer strengthens operational control while supporting enterprise scalability.

Layer 1 – Service Access & User Experience

Objective:

Reduce ticket volume while improving user experience.

Multi-Channel Access:

- Web portal & Email-to-ticket automation
- Solgari-ready Telephony integration
- After-hours chatbot

Self-Service Enablement:

- Knowledge base repository
- Video troubleshooting guides
- FAQ automated responses



Ticket Registered: #REF-2024.
A technician has been notified.

Layer 2 – ITIL-Aligned Incident Management

Structured workflows aligned to ISO/IEC 20000 principles.

The screenshot shows a web application titled "Incident Management". It features a red navigation bar with a "NAVIGATION MENU" and a user profile "Hi, Sandile" with a "LOGOUT" button. Below the navigation bar is a "CREATE NEW INCIDENT" button. The main area displays a table of incidents with columns: Actions, RefNumber, Incident Title, Priority, Status, Assignee, Customer, and Date Created. Three annotations with blue lines point to specific data points in the table:

- Priority Status** points to the "Priority" column, specifically the "Low" value in the first row.
- Workload Balancing** points to the "Assignee" column, specifically the "Unassigned" value in the first row.
- Audit Trail** points to the "Date Created" column, specifically the timestamp "7/5/2025, 10:08:18 AM" in the first row.

Actions	RefNumber	Incident Title	Priority	Status	Assignee	Customer	Date Created
	CALL202507051008	Test with PK	Low	New	Unassigned	Play	7/5/2025, 10:08:18 AM
	CALL202507051054	Test Data	Low	New	Sifiso Sakhane	Sifiso	7/5/2025, 10:54:41 AM
	CALL202507082115	Laptop	Low	New	Sifiso Sakhane	Kayakazi Pakade	7/8/2025, 9:15:20 PM

Rows per page 10 • 1-3 of 3

Lifecycle: Log → Classify → Escalate → Resolve → Close

Structured Incident Creation & Classification

Create New Incident

Incident Details

Incident Title		Incident Type Incident Type
Urgency Urgency	Impact Impact	Assigned Technician Assigned Technician

Customer Information

Customer Name Customer Name	Customer Email Customer Email
Organization Organization	Customer Phone Customer Phone

Location & Assets

Region/Province Region	Affected Service Affected Service
Site Group/District Site Group/District	Affected Asset Select Asset
Affected Asset	Site Select Asset

Description

SUBMIT

- **Granular Classification:** Distinct fields for Urgency, Impact, and Type.
- **Location Tracking:** Sites linked via Google Maps for precise technician dispatch.
- **User Linkage:** Instant association with Organization and Contact details.

Complete Operational Visibility

Deep-dive detail views for managers and technicians.

Incident Details (Read-Only)

PRINT

Overview

CUSTOMER

LOCATION & ASSETS

DETAILS

TRACKING

LOG ENTRIES

ATTACHMENTS

General Info

Reference Number

CALL202507082115

Title

Laptop

Status

New

Type

Hardware Issue

Priority

Low

Urgency

Medium

Impact

Minor/Localized

Assigned Technician

Sifiso Sikhakhane

CLOSE

Incident Details (Read-Only)

PRINT

Overview

CUSTOMER

LOCATION & ASSETS

DETAILS

TRACKING

LOG ENTRIES

ATTACHMENTS

Customer Info

Customer Name

Regentia Parkside

Location

Regentia/Bedfordview area

Phone

08171141000

Device

HP

Signature

SAVE

Incident Details (Read-Only)

PRINT

Overview

CUSTOMER

LOCATION & ASSETS

DETAILS

TRACKING

LOG ENTRIES

ATTACHMENTS

Location & Assets

Region

West/Johannesburg

Site Group

Willingden/Bedford

Site

Johannesburg

Asset Name

LAPTOP - ROBERTSON

SAVE

The system maintains a ‘pending call status’ with required reasons and follow-up dates, ensuring no ticket is lost in the noise.



Integrated Asset & Technician Accountability

Tracking the physical hardware behind the support ticket.

Replacement Tracking

Update Incident - CALL20257082115
Incident Title: Laptop

Item Replacement

☒ Item Replaced

Replaced Item Description *

Motherboard

Old Item Serial Number *

SN-RW1T2M90

New Item Description *

Motherboard

New Item Serial Number *

SN - T2M56

Reason for Replacement *

Faulty Motherboard

Loan Management

Update Incident - CALL202507082115
Incident Title: Laptop

Loan Item

☒ Loan Item Provided

Loan Item Description *

Laptop - Dell

Loan Item Serial Number *

SN78YTM

Person Responsible *

Play Pakade

Expected Return Date *

2025-07-11

☒ Loan Item Returned

Loan Return Date *

2025-07-11

Full audit trail for every piece of hardware moved, swapped, or loaned.

Layer 3 – Contract Governance Module

Transforming IT Service Management into Financial Oversight

Contract Lifecycle



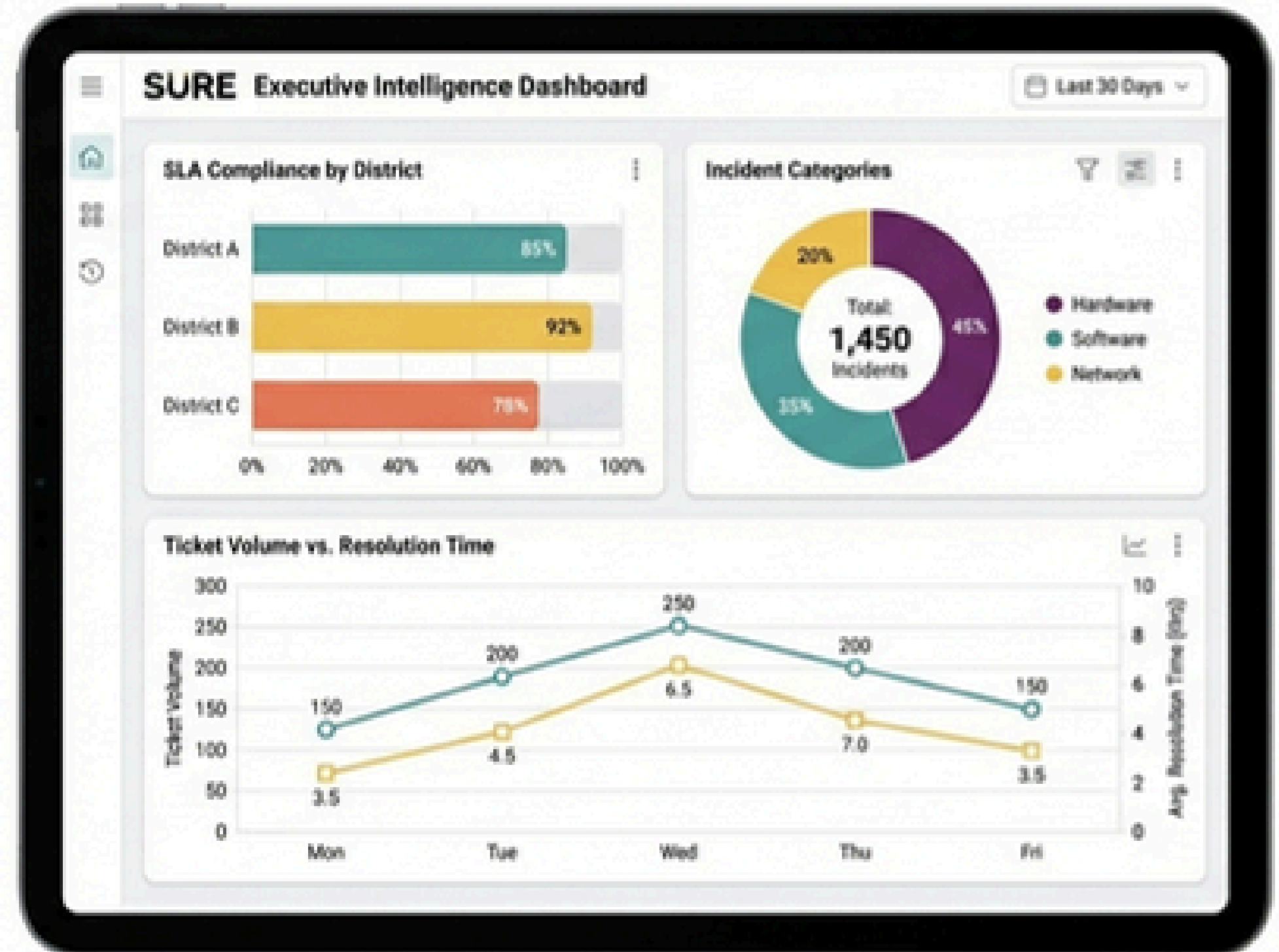
- Centralized Repository: Version control and pre-configured templates.
- Financial Oversight: Track expenditure against approved budget and milestone payments.
- Performance Scoring: Link vendor performance directly to SLA incident data.
- Differentiator: This module bridges the gap between "Helpdesk" and "Enterprise Governance".

Layer 4 – Executive Intelligence & Dashboards

Empowering leaders with data-driven insights and real-time visibility.

Real-Time Reporting on:

- SLA compliance and breach monitoring
- District performance comparisons
- Technician productivity metrics
- Risk flags for systemic issues
- One-click export to Excel/CSV



The Alerts & Notifications Ecosystem

Proactive communication, not reactive waiting.

System Triggers:

- Creation: 'Incident Logged' confirmation to user.
- Action: 'Technician Assigned' & 'Status Update'.
- Risk: 'SLA Breach Alert' sent to management.
- Closure: 'Incident Resolved' with feedback loop.



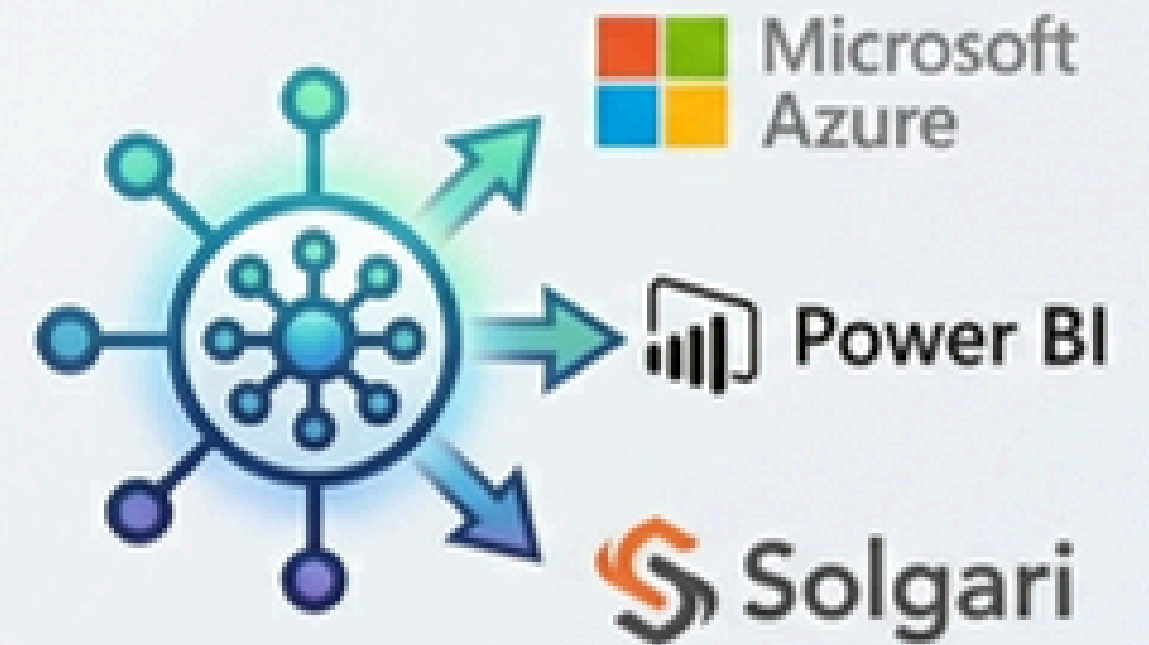
Layers 5 & 6 – Security & Integration

Layer 5: Security Framework (ISO 27001 Aligned)



- SSL Encryption & Role-Based Access Control (RBAC)
- Full Audit Trails (Who, What, When)
- Secure Data Retention & Backup

Layer 6: Integration & Ecosystem



- Azure Active Directory (SSO)
- Solgari Telephony Integration
- REST API & Webhooks for ERP/HR
- Power BI Analytics Support

Scalable Enterprise Licensing



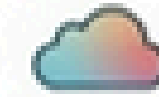
Core Enterprise ITSM

- Base License
- Up to 2,500 Requestor Users
- 15 Named Technicians
- Full Reporting & Security



Expansion Blocks

- Scale Add-Ons
- User Blocks (2,500 users)
- Technician Packs (Named agents)
- Contract Governance Module

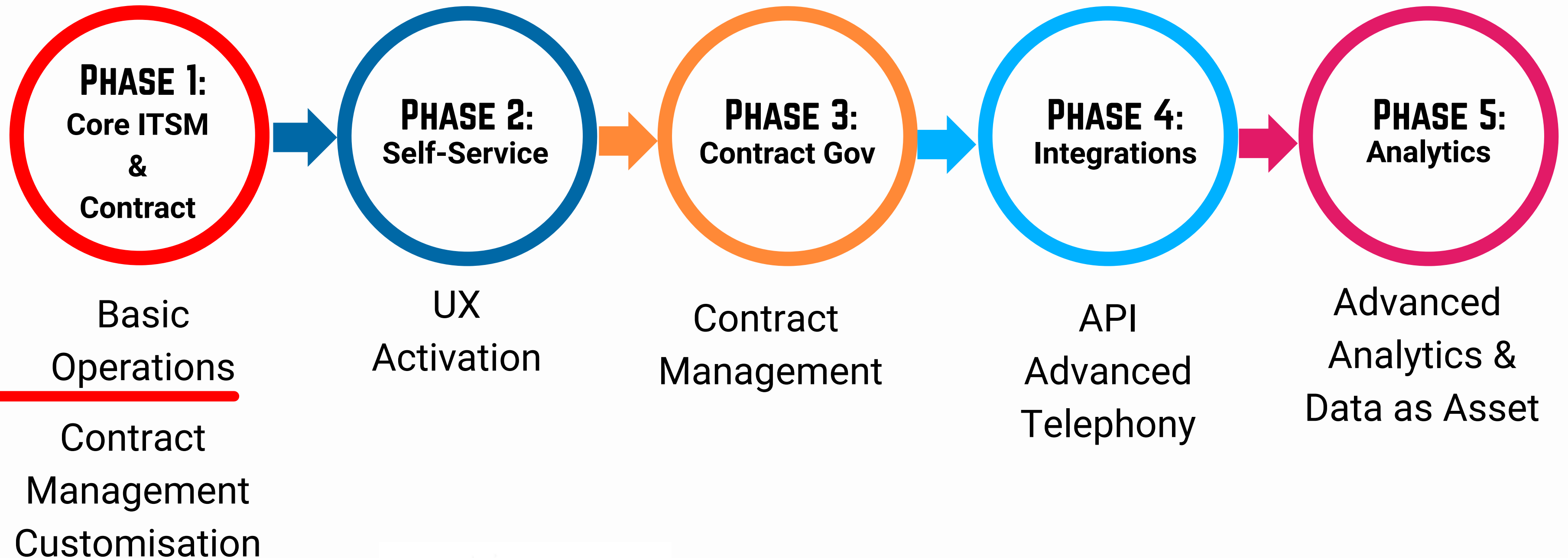


Deployment

- Microsoft Open Marketplace
- Rapid Provisioning
- Scalable 'Block' Model

IMPLEMENTATION ROADMAP

A phased approach to ensure adoption and stability



Digital Governance. Delivered.

SURE is not just a helpdesk tool.
It is a scalable Enterprise IT Service &
Contract Governance Platform.

- ✓ Centralize Visibility
- ✓ Enforce SLA Discipline
- ✓ Improve Vendor Oversight



SCHEDULE A DEMO

WISEMAN@UKHLELA.CO.ZA, TEL:082 259 1136