RIFUMO EMPOWERMENT HOLDINGS PRESENTATION

Enterprise Developme nt Platform

Investment Portal

SMME Reseller Portal

Informal Traders Portal

Busin ess Opera tions Portal

ENTERPRISE DEVELOPMENT

Enterprise Development (ED) is the process of developing small or medium companies.
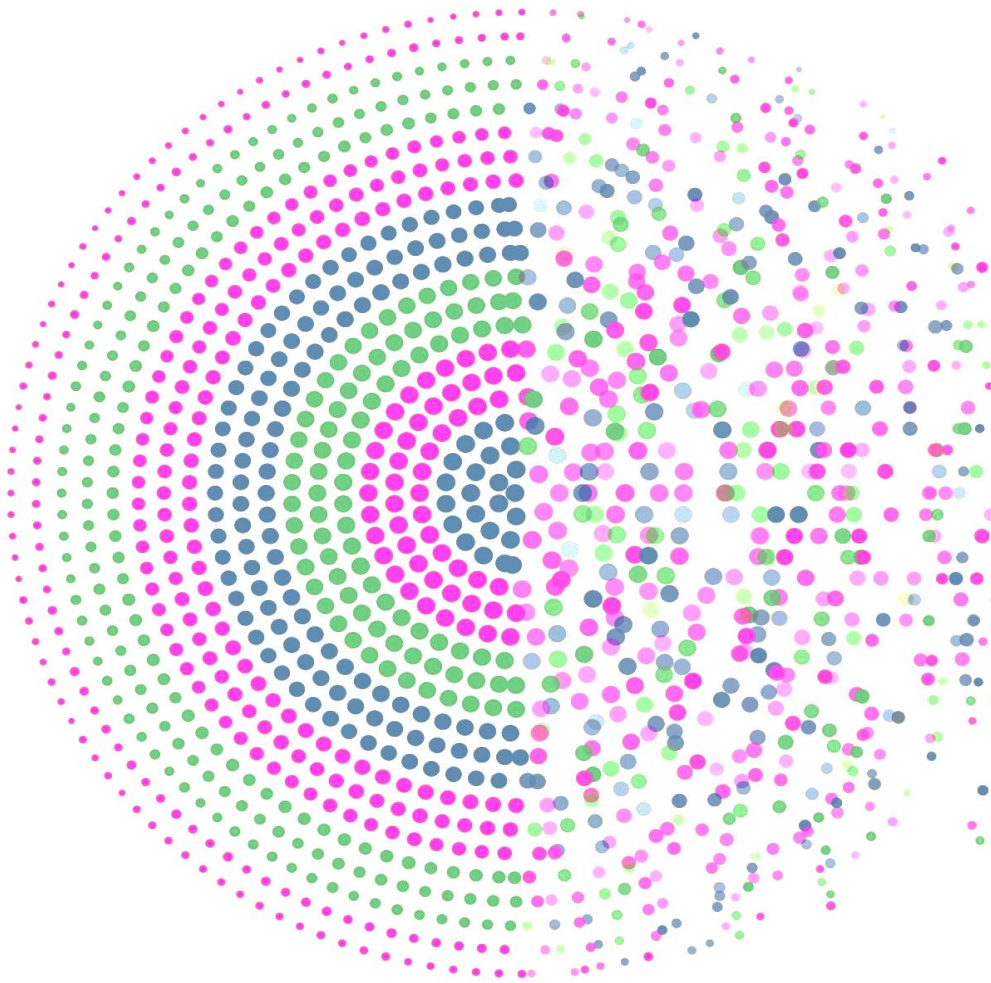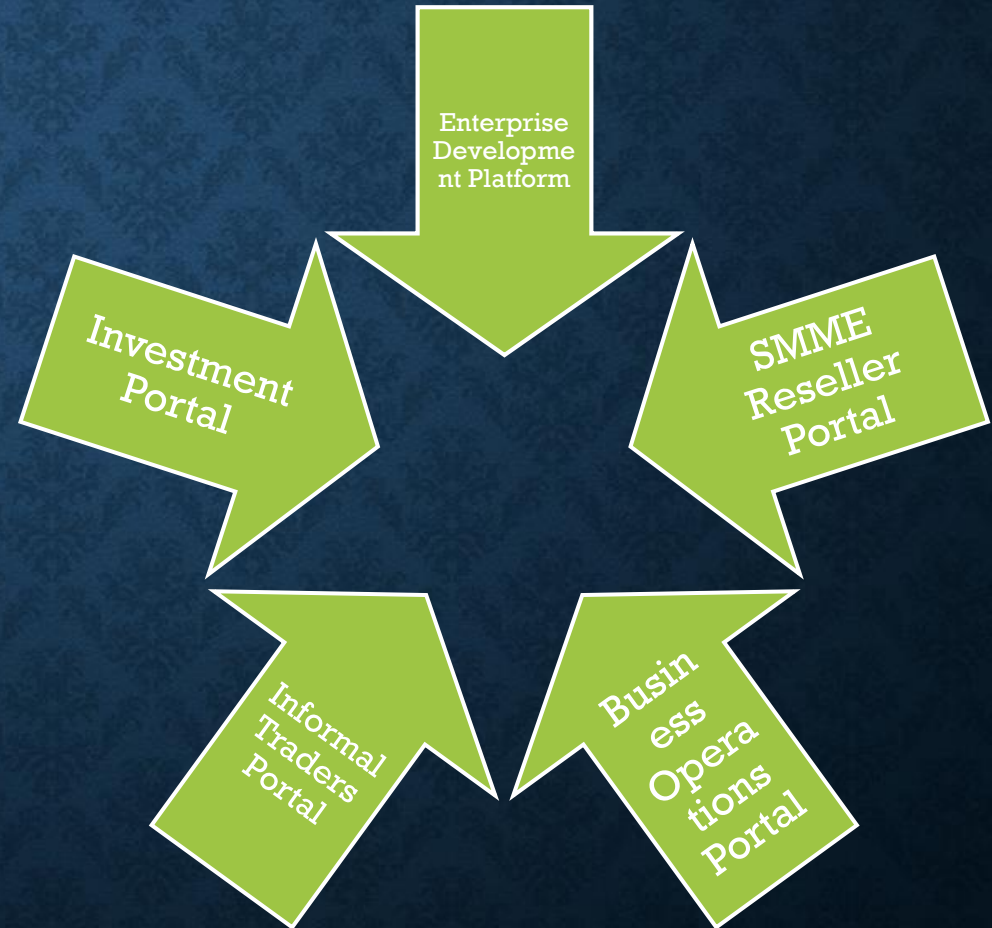
• This Platform will help generate income for the economy and develop small or Medium business to trade with Big and Multinational companies

• The Platform will allow the Investors to invest in small or medium companies

• We have developed Platforms already that will integrate and develop the Enterprise Development

• **The City of Johannesburg (MTC)** has taken a lead in driving Enterprise Development through the development of a technology led enterprise development platform and programme. Rifumo Empowerment Holdings (REH) started the journey by developing an **SMME Reseller portal Including the Mobile Application** that was targeted for the development of small businesses in the Telecommunications sector focusing on the previously marginalised communities. This included the established businesses depending on the Tier they were participating in order to drive community-based enterprise development that is centred on co-production.

• The development of this platform was enhanced by the parallel development of the Case Management platform for the CoJ Office of the Ombudsman.

• REH deployed these technologies on Microsoft Azure Infrastructure using the backend of Office 365 which is the leader in the industry when it comes to agile business application development.

• REH has also developed the **Business Development Portal** where small or Medium companies can build their Business Profiles and see how they make Loss or gain Profit. These Portal allow investors to see potential in small or medium companies and can invest in them.

• The next stage was the engagement with the Department of Economic Development to assist them with the Investor Portal that is designed to attract and facilitate foreign direct investment.

COJ ENTERPRISE DEVELOPMENT PLATFORM

- SMMEs and INFORMAL TRADERS will have to register in either the Joburg website " https://www.joburg.org.za/ " or the MTC website " http://mtc.joburg.org.za/ " where they will submit their documents and register for potential business.

- Below is the structure of how the COJ ENTERPRISE DEVELOPMENT PLATFORM will be

- Walk Through to the SMME Portal " Slides "

COJ Enterprise Development Platform

Registration and Management

Business Health

Lead Management

Reseller Portal

Informal Trade Portal

Product Categories

Product Categories

Business Portal

1. **Opportunity**
2. **Payment/Quote / Invoices**
3. **Business analysis / Profit or Loss**
4. **Business Health**

INVESTMENT PORTAL

Enterprise Development Support Portal
1. KM
2. Training
3. Schedule
• Events
• Booking
• Consultancy

1. Invites
2. Venue / Boardroom / Conference
3. Time slot
4. Resource

• Features Under
➢ Reseller Portal
➢ Categories Info
➢ Business Health

- Dashboards and Landing page for the SMME Portal

  the platform that will helps SMMEs and Informal traders to keep track and audit their day to day business

  You have your:-
- Data Authentication
- Generate SMME Vendor Number
- Engagement Application
- Documents " where you upload your company documents including Personal Documents only if you an Informal Trader"
- Manage Leads " Leads Summary, New Leads
- Manage Opportunities " New Opportunities"
- Regional Stats
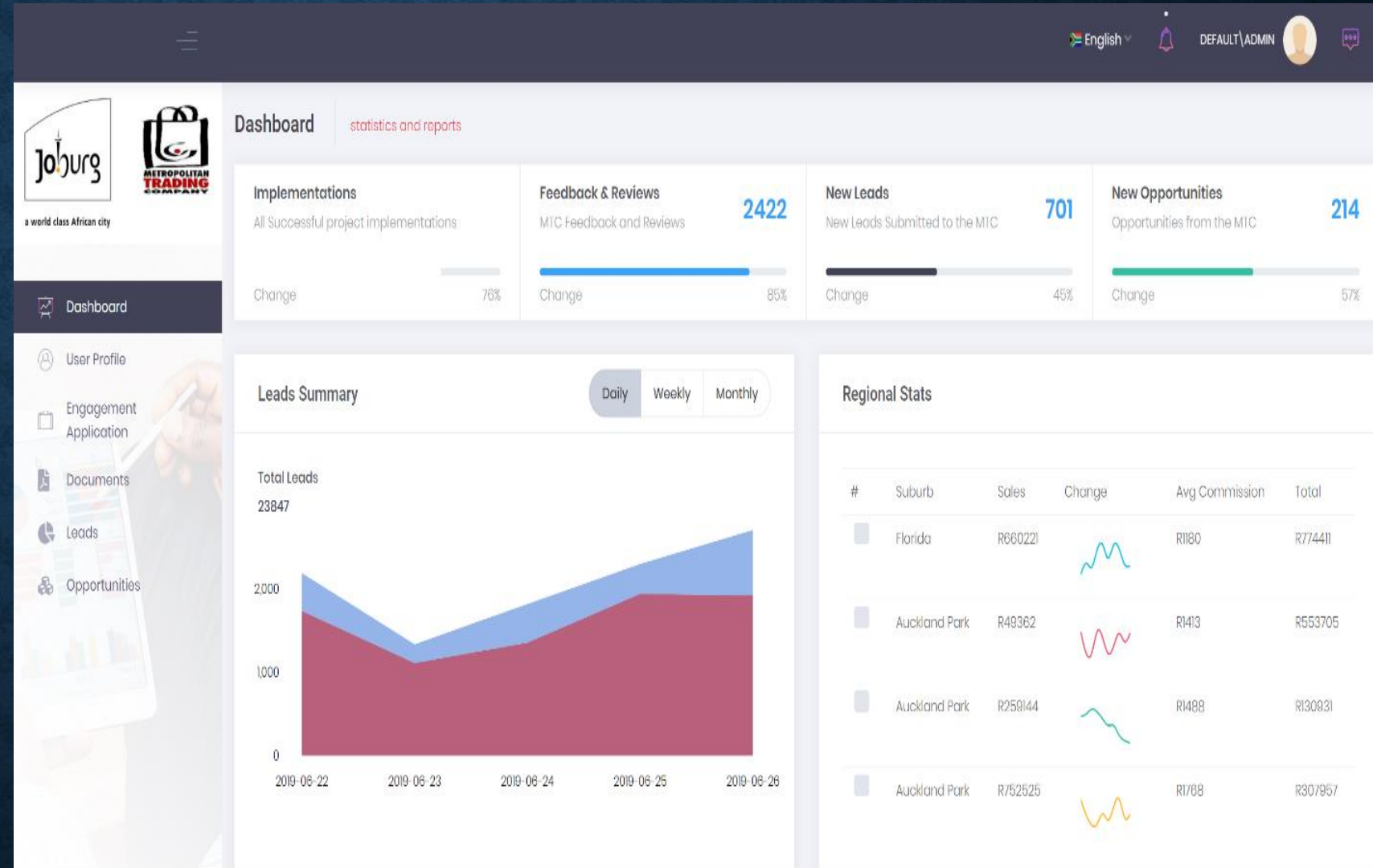
- Dashboards and Landing page for the CRM Portal

  This Portal is for the administration of the acceptance of SMMEs/Informal Traders

  ## You have your:-
- Data Authentication
- Generate SMME Vendor Number
- Engagement Application
- Documents " where you upload your company documents including Personal Documents only if you an Informal Trader"
- Manage Leads " Leads Summary, New Leads
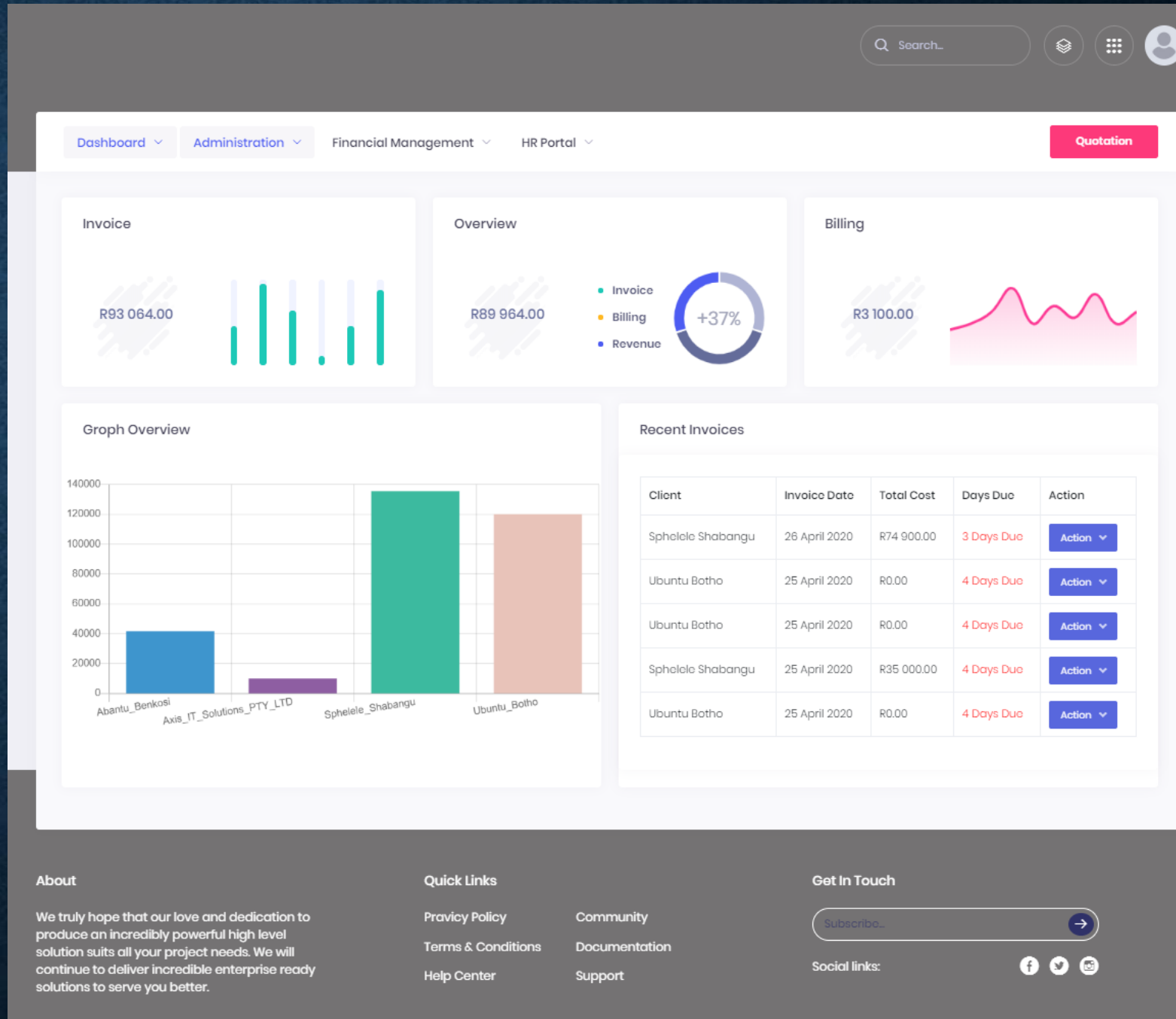- Manage Opportunities " New Opportunities"
- Regional Stats
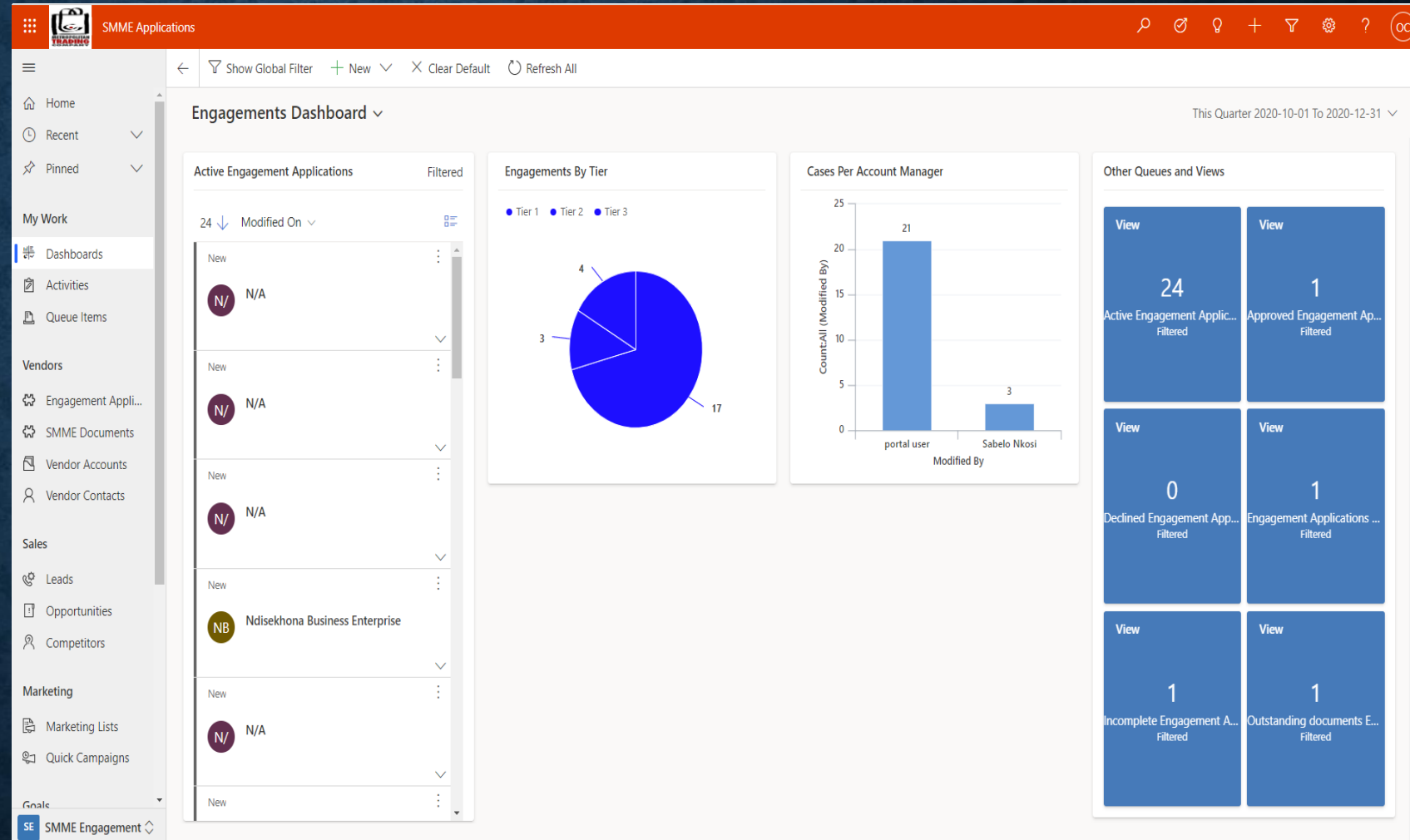
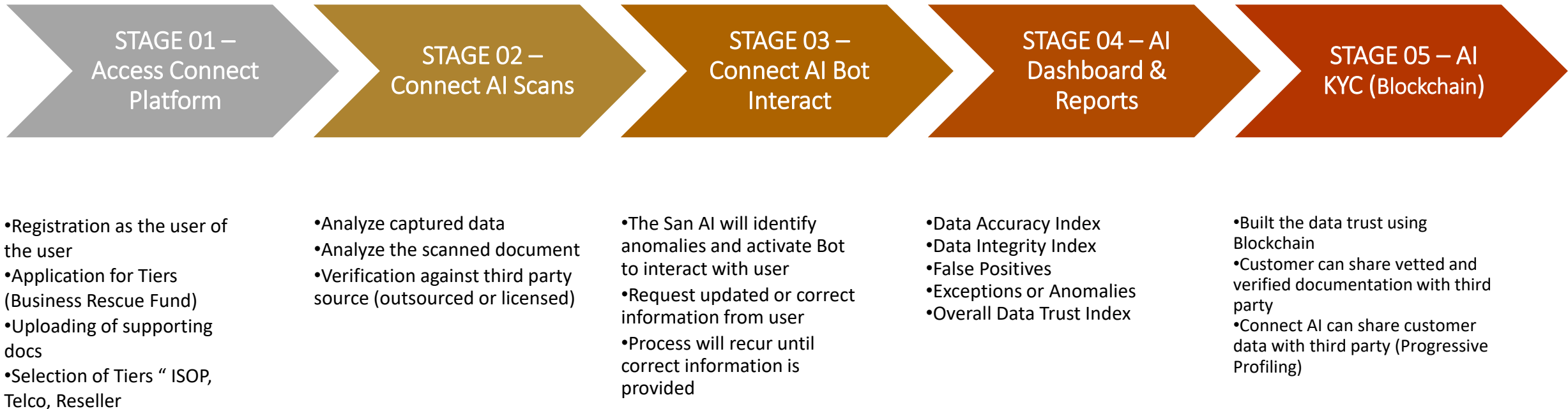# DASHBOARDS AND LANDING PAGE FOR THE BUSINESS DEVELOPMENT PORTAL

THE PLATFORM THAT WILL HELP SMMES AND INFORMAL TRADERS TO KEEP TRACK AND AUDIT THEIR DAY TO DAY BUSINESS
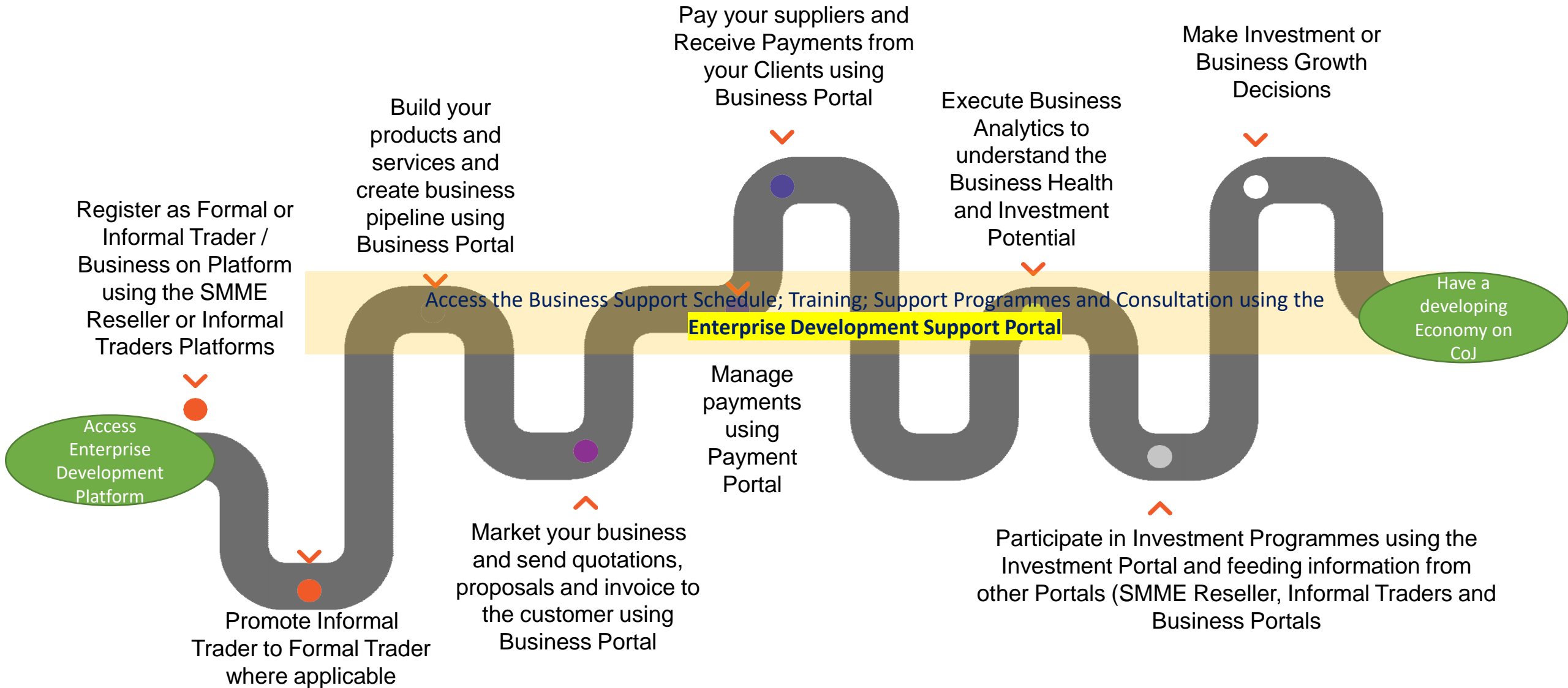
YOU HAVE YOUR:-
●INVOICE TOTAL
●OVERVIEW TOTAL
●BILLING
●GRAPH OVERVIEW
●RECENT INVOICES
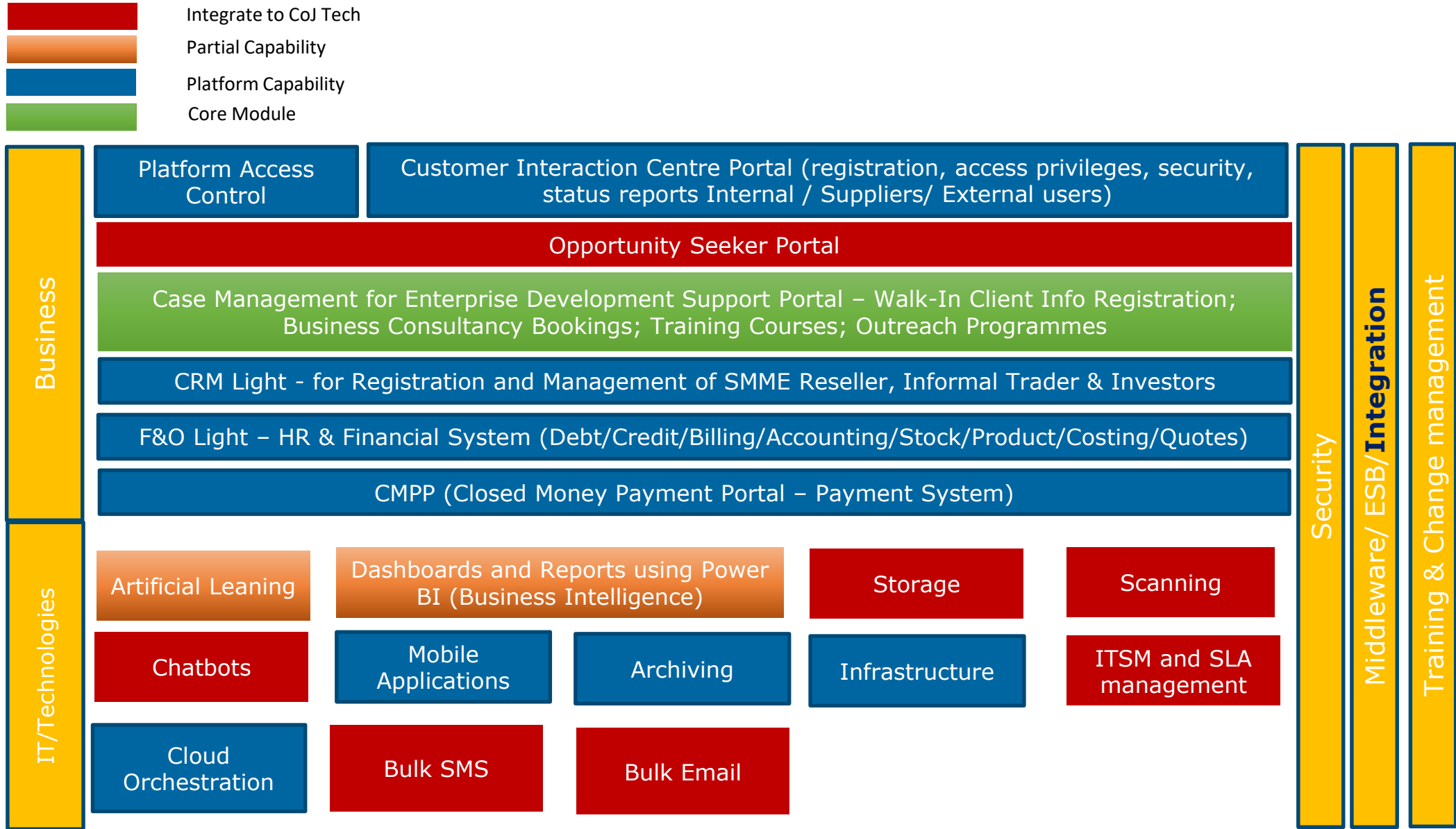● QUOTATION "WHERE YOU GENERATION YOUR QUOTATIONS AND INVOICES"

Process Flow for SMMEs and INFORMAL TRADERS registration

STAGE 01 – Access Connect Platform	STAGE 02 – Connect AI Scans	STAGE 03 – Connect AI Bot Interact	STAGE 04 – AI Dashboard & Reports	STAGE 05 – AI KYC (Blockchain)

STAGE 01:
- Registration as the user of the user
- Application for Tiers (Business Rescue Fund)
- Uploading of supporting docs
- Selection of Tiers " ISOP, Telco, Reseller

STAGE 02:
- Analyze captured data
- Analyze the scanned document
- Verification against third party source (outsourced or licensed)

STAGE 03:
- The San AI will identify anomalies and activate Bot to interact with user
- Request updated or correct information from user
- Process will recur until correct information is provided

STAGE 04:
- Data Accuracy Index
- Data Integrity Index
- False Positives
- Exceptions or Anomalies
- Overall Data Trust Index

STAGE 05:
- Built the data trust using Blockchain
- Customer can share vetted and verified documentation with third party
- Connect AI can share customer data with third party (Progressive Profiling)

Register as Formal or Informal Trader / Business on Platform using the SMME Reseller or Informal Traders Platforms

Build your products and services and create business pipeline using Business Portal

Pay your suppliers and Receive Payments from your Clients using Business Portal

Execute Business Analytics to understand the Business Health and Investment Potential

Make Investment or Business Growth Decisions

Access the Business Support Schedule; Training; Support Programmes and Consultation using the **Enterprise Development Support Portal**

Have a developing Economy on CoJ

Access Enterprise Development Platform

Manage payments using Payment Portal

Promote Informal Trader to Formal Trader where applicable

Market your business and send quotations, proposals and invoice to the customer using Business Portal

Participate in Investment Programmes using the Investment Portal and feeding information from other Portals (SMME Reseller, Informal Traders and Business Portals

CoJ DED Enterprise Development Platform Architecture

Legend:
- 🟥 Integrate to CoJ Tech
- 🟧 Partial Capability
- 🟦 Platform Capability
- 🟩 Core Module

Business

- Platform Access Control
- Customer Interaction Centre Portal (registration, access privileges, security, status reports Internal / Suppliers/ External users)
- Opportunity Seeker Portal
- Case Management for Enterprise Development Support Portal – Walk-In Client Info Registration; Business Consultancy Bookings; Training Courses; Outreach Programmes
- CRM Light - for Registration and Management of SMME Reseller, Informal Trader & Investors
- F&O Light – HR & Financial System (Debt/Credit/Billing/Accounting/Stock/Product/Costing/Quotes)
- CMPP (Closed Money Payment Portal – Payment System)

IT/Technologies

- Artificial Leaning
- Dashboards and Reports using Power BI (Business Intelligence)
- Storage
- Scanning
- Chatbots
- Mobile Applications
- Archiving
- Infrastructure
- ITSM and SLA management
- Cloud Orchestration
- Bulk SMS
- Bulk Email

Security

Middleware/ ESB/ Integration

Training & Change management

ENTERPRISE DEVELOPMENT

• In order to achieve the direct foreign investment, the small and medium enterprises need to exist in numbers, and they should also have track record that is traceable and auditable. As REH we believe that the platform that we have developed, is comprehensive and includes a number of modules that co-exist and should he used in a work flowed manner in order to facilitate clear integration of processes to manage Enterprise Development

Enterprise Development Portal – Features and Functionality

Out of the Box

- **Case Management**
  - Capture new complaint
  - Assigned Complaints
  - Landing page with dashboard
- **Programme Schedule**
  - Walk-in-Registration
  - Business Consultancy Booking
  - Online Training Course
  - Classroom Training
  - Outreach Programmes
  - Business Events
  - Attendance Management
  - Resource Booking (e.g Boardroom)

- **Knowledge Management**
  - Business Support Videos
  - Use Cases
  - Business Literature
  - Case Management KB
- **Localisation**
  - Geo – spatial planning
  - Ward based segmentation
  - Region based segmentation
- **Localisation**
  - Development scheduling
  - Training requirements logging
  - Schedule analysis

To be Integrated

- Integration to Registration Module
- Integration to Opportunity seeker portal
- Integration to in-House SMS and Email technologies
- Integration to Development Planning, Regional, Ward and VD structure system
- Integration to other Portal of the CoJ DED Enterprise Development Platfrom such as :
  - Informal Trader Portal
  - SMME Reseller Portal
  - Business Portal
  - Investment Portal

SMME Reseller Portal – Features and Functionality

Out of the Box

- Integration to Registration Module

- Integration to In-House SMS and Email technologies

- **SMME Reseller Registration**
  - Sign – up
  - Login
  - General User Profile
  - Company Details

- **SMME Engagement Application**
  - Engagement Type
  - Lead application
  - Lead Summary
  - Opportunity Status
  - Feedback and Reviews

- **SMME Documents Management**
  - Uploading of Compliance Documents
  - Documents Listing

- **SMME Reseller Admin Management**
  - Active Applications
  - New, Incomplete, Under Review Workflows
  - Engagement Summary
  - Re-Submission
  - SMME approvals
  - SMME Authorization
  - Opportunity Accept / Reject
  - Leads Management
  - Lead to Opportunity Management
  - Decision Workflow
  - Development
  - Propose
  - Close/ Completed

To be migrated and upgraded

- **From SMME Reseller to Business Portal**
  - SMME Reseller Client Database
  - Product Management
  - Pipeline Management
  - Dashboards and Reports to Power BI
  - Migrate the SMS and Emailing functionality to in-House
  - SMME Reseller Training Manual to Enterprise development support Portal – Knowledge Management

Informal Trader Portal – Features and Functionality

Out of the Box

- Integration to Registration Module

- Integration to In-House SMS and Email technologies

- **Informal Trader Registration**
  - Sign – up
  - Login
  - General User Profile
  - Company Details

- **Informal Trader Catalogue Application**
  - Catalogue Selection
  - Product Management (Linked to Business Portal)
  - Opportunity Management
  - Pipeline Management

- **Informal Trader Documents Management**
  - Uploading of Compliance Documents
  - Documents Listing

- **Informal Traders Admin Management**
  - Active Applications
  - New, Incomplete, Under Review Workflows
  - Engagement Summary
  - Re-Submission
  - Informal Trader approvals
  - Informal Trader Authorization
  - Opportunity Accept / Reject
  - ED Opportunity Management
  - Decision Workflow
  - Schedule
  - Programme Execution
  - Close / Completed
  - Certification

To be migrated and upgraded

- **From SMME Reseller to Business Portal**
  - SMME Reseller Client Database
  - Product Management
  - Pipeline Management
  - Dashboards and Reports to Power BI
  - Migrate the SMS and Emailing functionality to in-House
  - SMME Reseller Training Manual to Enterprise development support Portal – Knowledge Management

Business Portal – Features and Functionality

Out of the Box

- Integration to Registration Module

- Integration to In-House SMS and Email technologies

- **Customer Service**
  - Product Categories
  - Product / Service Offering per Category
  - Product / Service Cost – Rate Card

- **Sales Management**
  - Client Management(Migration)
  - Pipeline Management (Link Client to Product / Service)
  - Sales / Revenue Budget

- **Marketing**
  - Expenditure Budgeting
  - Quotations
  - Delivery Receipts
  - Invoices

- **Service Automation**
  - Payslips
  - Leave
  - Employment Contract Management
  - Employee Management

To be migrated and upgraded

- **From SMME Reseller to Business Portal**
  - SMME Reseller Client Database
  - Product Management
  - Pipeline Management

- **From Business Portal**
  - Dashboards and Reports to Power BI
  - Migrate the SMS and Emailing Functionality to In-House
  - Migrate the Payment module to Closed Money Payment Portal

Investment Portal – Features and Functionality

Out of the Box

- Integration to Registration Module
- Integration to In-House SMS and Email technologies
- **Product Management**
    - Product Categories
    - Product / Service Offering per Category
    - Product / Service Cost – Rate Card
- **Sales Management**
    - Customer Relationship Management
    - Account Management
    - Opportunity
    - Sales / Revenue Budget

- **Investor Facilitation**
    - Event Management
    - Segmenting (Region, Ward, VD)
    - Lead Scoring
- **Performance Evaluation**
    - Payslips
    - Leave
    - Employment Contract Management
    - Employee Management
- **Aftercare Interfacing**
    - Aftercare Business Retention

To be migrated and upgraded

- Integration to Registration Module
- Integration to Opportunity seeker portal
- Integration to in-House SMS and Email technologies
- Integration to Development Planning, Regional, Ward and VD structure system
- Integration to other Portal of the CoJ DED Enterprise Development Platfrom such as :
    - Informal Trader Portal
    - SMME Reseller Portal
    - Business Portal
    - Investment Portal

PARTNERS

- Altron – Sponsors
- Atos – Sponsors
- Microsoft – Technology Partner
- Regent Business School – Education and Training
- REH - Technology

Targeted Departments

- JPC
- Joburg City Parks and Zoos (JCPZ)
- Pikitup
- City Power
- Joshco
- MTC
- JRA
- Joburg Market

		Development Team	Support Team			
			1st Line Support (Call Centre) • Procedure • Technology • People	2nd Line Support (on - Site)	3rd Line Support (Support Centre)	Abu Project Manager / Lerato Account Manager and Business Analysis / Malibongwe Business Analysis
Case management (Ombudsman)	Dynamics 365	Otis - Langa				
SMME Reseller Portal (MTC)	Dynamics 365	Otis - Langa				
SMME Reseller Mobile		Otis - Langa	• Tshepang • 2x Internships	• Emma • Ishmael • Nick • Sithembiso	• Otis • Langa • Microsoft • Itumeleng	
Investment Portal (DED)	Dynamics 365	Langa-Otis-Nosi				
Informal Trader (DED)	Dynamics 365	Langa-Otis-Nosi				
Enterprise Development with Business Operation Portal (DED)	Microsoft Power BI / Dynamics 365	Langa-Otis-Nosi				
Re-Architecture of Platform -Building of Modules • Outdoor Advert (DP) • MTC • Pikitup • Joshco • JPC • City Power • JCPZ						

1st Line Support

View Only

2nd Line Support

Selected- Admin

3rd Line Support

Full Access

Product Licensing and Support

Advantages

- Ongoing support for users with a different skills set

- User manuals

- Single point of contact for immediate assistance from experts

- Client service and support related to the selected module

Security

- Licensed solution developed in a controlled environment

- Only dedicated team developers can change source code

- Provides audit trail of the system

- Risk of backdoor Trojan is considerably diminished

Product Licensing Structure

Product License on Trial Version	Module 1 MTC	Module 2 PIK	Module 3 JW	Module 4 CP	Module 5 Joscho	Module 6 JRA	Module 7 Parks & Zoos	Module 8 Transport (Metrobus & BRT)
Product 1 SMME Reseller Portal	OMTCSRP	OPIKSRP	OJCWSRP	OJCPSRP	OJHCSRP	OJRASRP	OJPZSRP	OBRTSRP
Product 2 Informal Traders Portal	OMTCITP	OPIKITP	OJCWITP	OJCPITP	OJHCITP	OJRAITP	OJPZITP	OBRTITP
Product 3 Business Support Portal	OMTCBSP	OPIKBSP	OJCWBSP	OJCPBSP	OJHCBSP	OJRABSP	OJPZBSP	OBRTBSP
Product 4 Investment Portal	OMTCIVP	OPIKIVP	OJCWIVP	OJCPIVP	OJHCIVP	OJRAIVP	OJPZIVP	OBRTIVP
Product 5 Enterprise Development Portal	OMTCEDP	OPIKEDP	OJCWEDP	OJCPEDP	OJHCEDP	OJRAEDP	OJPZEDP	OBRTEDP

Product License without Support and Maintenance	Module 1 MTC	Module 2 PIK	Module 3 JW	Module 4 CP	Module 5 Joscho	Module 6 JRA	Module 7 Parks & Zoos	Module 8 Transport (Metrobus & BRT)
Product 1 SMME Reseller Portal	AMTCSRP	APIKSRP	AJCWSRP	AJCPSRP	AJHCSRP	AJRASRP	AJPZSRP	ABRTSRP
Product 2 Informal Traders Portal	AMTCITP	APIKITP	AJCWITP	AJCPITP	AJHCITP	AJRAITP	AJPZITP	ABRTITP
Product 3 Business Support Portal	AMTCBSP	APIKBSP	AJCWBSP	AJCPBSP	AJHCBSP	AJRABSP	AJPZBSP	ABRTBSP
Product 4 Investment Portal	AMTCIVP	APIKIVP	AJCWIVP	AJCPIVP	AJHCIVP	AJRAIVP	AJPZIVP	ABRTIVP
Product 5 Enterprise Development Portal	AMTCEDP	APIKEDP	AJCWEDP	AJCPEDP	AJHCEDP	AJRAEDP	AJPZEDP	ABRTEDP

Product License Support and Maintenance for One Year	Module 1 MTC	Module 2 PIK	Module 3 JW	Module 4 CP	Module 5 Joscho	Module 6 JRA	Module 7 Parks & Zoos	Module 8 Transport (Metrobus & BRT)
Product 1 SMME Reseller Portal	A1MTCSRP	A1PIKSRP	A1JCWSRP	A1JCPSRP	A1JHCSRP	A1JRASRP	A1JPZSRP	A1BRTSRP
Product 2 Informal Traders Portal	A1MTCITP	A1PIKITP	A1JCWITP	A1JCPITP	A1JHCITP	A1JRAITP	A1JPZITP	A1BRTITP
Product 3 Business Support Portal	A1MTCBSP	A1PIKBSP	A1JCWBSP	A1JCPBSP	A1JHCBSP	A1JRABSP	A1JPZBSP	A1BRTBSP
Product 4 Investment Portal	A1MTCIVP	A1PIKIVP	A1JCWIVP	A1JCPIVP	A1JHCIVP	A1JRAIVP	A1JPZIVP	A1BRTIVP
Product 5 Enterprise Development Portal	A1MTCEDP	A1PIKEDP	A1JCWEDP	A1JCPEDP	A1JHCEDP	A1JRAEDP	A1JPZEDP	A1BRTEDP

Deployment of Developers and Support Team

As Indicated above. The Diagram shows the Role and Responsibilities that each person will play

Team	Responsibilities
ABUYILE	Project Manager
LERATO	Account Manager and Business Analysis
ITUMELENG	CTO and have Full access to all systems
EMMA	On Site Support – Amin Access
ISHMAEL	On Site Support – Amin Access
NICK	On Site Support – Amin Access
OTIS	Developer
LANGA	Developer
SITHEMBISO	On Site Support – Amin Access and Testing
TSHEPANG	Call Centre Support and supervisor
2x INTERNSHIPS	Call Centre Support

CONCLUSION

- We believe that REH has always provided the City with value for money technologies supported by highly skilled and ethical personnel. We will thrive to make the City better by implementing solution that best supports the citizens and residents of Johannesburg and South Africa.