



About us

SymbioTech delivers information technology solutions in consultation with its customers, applying our considerable skill and experience of Microsoft based products. The company's philosophy is to understand the customers' need for efficient, cost effective service and to provide solutions that minimise any disruption to their customers' business operations. The name is derived from the word "Symbiotic" which is defined as:

"A mutually advantageous (beneficial) association or relationship between persons"

The name was carefully chosen to direct the company's efforts towards the aspect of forging a partnership with its customers. This important factor differentiates SymbioTech from other companies that operate in this field. Accurate analysis of a customer's operating needs and IT related problems, results in speedy and cost effective service delivery. Through it's' partnership approach, SymbioTech builds a relationship of trust and dependability with it's customers, understanding that process and information driven businesses require a minimum of disruption to their operations regardless of what industry they serve. Professionalism sits at the heart of this philosophy. It is therefore not surprising that SymbioTech has developed business relationships with a base of customers that have a like minded approach to their respective businesses.

SymbioTech is successful because of its people. The skilled professionals it employs are all highly qualified and vastly experienced. They are the major differentiating factor between Ordinary and Excellent. Excellence can only be consistently delivered by the best: again it is no surprise that SymbioTech has a track record of proud achievements, that is a testimony to its staff and it's mutually beneficial relationship with its customers. Without exception, SymbioTech's hand-picked professionals have, during the course of their careers, been both the customer and the consultant: therefore they have experienced both sides of the equation! Having all been 'in the trenches', they instinctively grasp the big picture and accurately determine what is required to manage enterprise IT systems on a daily basis. Together with these skilled professionals, SymbioTech involves itself in the customer's business challenges, and it is this level of 'Involved', that is a defining factor. The depth of understanding of the current IT infrastructure and the customer's business requirements defines a dependency that is pivotal, and taken together with the company's long term goals, determines what is required to get there.

Our Approach

SymbioTech provides the bridge between networks and infrastructure and between infrastructure and applications. Understanding management, security, high availability, ease of use and the best way to grow with a minimum of growing pains! Optimal integration allows I.T. teams to work smarter not necessarily harder! Our approach is to analyse business requirements and distil them into IT solutions that deliver day by day, not only when the consultant is on site!

SymbioTech adopts the same approach regardless of the dependency of scale or size of the business operation, after all, best practice is very often scalable and this is always one of our technical goals.

Where specific customers have a dedicated IT department, internally staffed or outsourced, SymbioTech endeavours to complement the resources assigned and deployed. As professional consultants, we do not invade or "hi-jack", nor do we try and leave resources on site for forever and anon! Our reputation is based on integrity and is worth much more than that!

Where our solutions are implemented, the transfer of knowledge and understanding of them, is a priority. It would be of little help if a solution could not be optimised due to an operational obstacle as basic as training. It important that the client understands any changes made or how to manage new systems introduced. To this end we involve on-site resources as far as possible, to ensure a smooth transfer of the system.

As professional consultants, we adopt a trusted advisor role where we augment the delivery capability of the internal IT staff to ensure that the correct technical decisions are made and that a solution is crafted to meet requirements.

Services Offered

SymbioTech's focus is consulting which is centered on product offerings from Microsoft, Quest, Burstek, Snow Software and PaperCut.

Many of our engagements are project based which includes but is not limited to:

- Integration
- Automation
- Designs & Blue Prints
- Deployments
- Migrations (using native tools or Quest tools)
- Application repackaging





Product Specialisations

Microsoft Infrastructure Consulting:

- Windows Operating Systems
- Active Directory
- Exchange Server
- Forefront Security
- Microsoft Clustering
- Certificate Services
- Internet Information Server
- Systems Management Server
- Internet Security & Acceleration Server
- Live Communications Server
- Operations Manager

Quest Consulting:

- Migration Manager
- Domain Migration Wizard
- Exchange Migration Wizard
- Availability Manager for Exchange
- Groupwise Migrator for Exchange
- Notes Migrator for Exchange
- MessageStats
- InTrust
- Active Roles
- Vintella Authentication Services
- Archive Manager for Exchange
- Recovery Manager for Exchange
- Recovery Manager for AD
- Reporter
- Spotlight's
- Password Reset Manager

Burstek Consulting:

- bt-WebFilter
- bt-LogAnalyser
- bt-MailFilter
- bt-Enterprise

Snow Consulting:

- Snow Inventory
- Snow License Manager
- Snow License Manager for SMS

PaperCut Consulting:

- PaperCut NG
- PaperCut ChargeBack

References

Anton Heyns
SABMiller (Africa & Asia)
anton.heyns@sabmiller.com
+27 11 407 1700
+27 83 633 3821

Bruce Bodmer
Engen Petroleum
bruce@engenoil.com
+27 21 403 4911
+27 83 628 0010

Arabella Sheraton Group
Brent Gonsalves
brent.gonsalves@westincapetown.co.za
+27 21 4129999
+27 83 649 8661

Craig Rosenfeld
Old Mutual Investment Group Property Investments
crosenfeld@omigpi.com
+27 21 530 4677
+27 83 326 4809

