



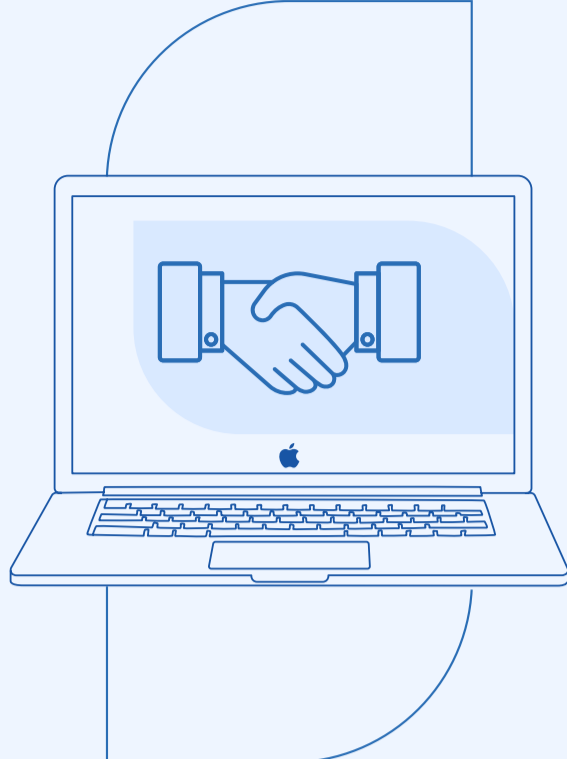
Digicape's full-service offering makes for a simple transition to the Apple ecosystem

The Yoco journey with Digicape

Following a long-standing partnership spanning over a decade, Yoco is a standout example of how, for many of our clients, our Digicape people are considered part of their extended IT team.

Having watched them grow from a tech start-up to the thriving business they are today, our full-service offering to Yoco includes everything from taking an urgent late-night phone call for a purchase order request to facilitating international customs clearance to managing repairs and maintenance and assisting with insurance reports for damaged or stolen goods.

No request is ever too big or small, and each is handled with the same commitment to delivering so much more than customers expect.



About Yoco

Yoco is an African technology company that makes it simple for entrepreneurs to get paid, promoting opportunities for business growth and success. By establishing new markets and building business tools and financial services that work for entrepreneurs, Yoco makes payments accessible for small businesses – often for the first time. Every day, it strives to break down barriers and increase access to the financial tools and services local SME businesses need to participate in the economy and thrive.

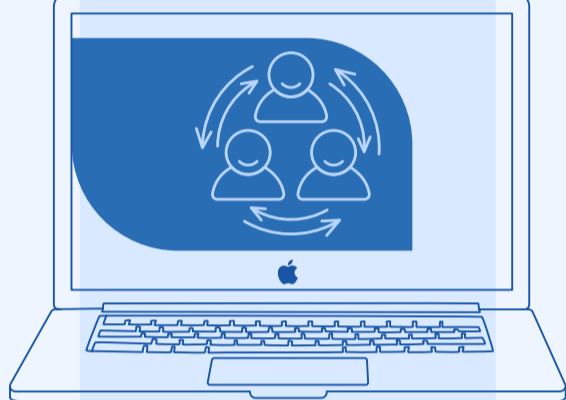
Laying the foundation for a successful partnership

With no formal IT department or structures initially in place, the Digicape team stepped in to fulfil the role and assist Yoco with the ad-hoc IT requirements for their growing business.

Given the absence of a formalised purchasing and maintenance procedure, employees were left to their own devices when it came to IT-related matters and, with no official IT training or experience, the staff was tasked with assisting on IT requirements but did not have the necessary skillset needed to make informed decisions.

It is here that our Digicape team were able to provide expert consulting advice around the best-fit hardware and infrastructure solution that would enable optimal productivity for the differing staff roles within the business.

And although the Yoco leadership team had full confidence in their employees taking good care of their assigned devices, the lack of a formal asset tracking system was an ongoing concern.



The strength of our full-service offering enables ongoing efficiencies

Meeting the client's initial requirements called for a multifaceted approach where the benefit and strength of our full-service offering allowed us to assist in meeting a diverse range of needs, quickly.

In addition to working with the Yoco team to streamline the procurement process and ensure price effectiveness, our Digicape team stepped in to advise and educate, providing a comprehensive overview of the Apple offering to ensure the varying needs of all the end users were optimally met.

When it came to setting up and implementing a formal asset tracking system, Apple Business Manager continues to provide an ideal and cutting-edge approach to providing seamless device deployment, management, and tracking.

Through its managed services offering, all devices are enrolled and managed through Apple Business Manager, which together with Mobile Device Management (MDM) ensures a simple, seamless and reliable way for the IT manager to efficiently manage the Mac devices within their environment as it offers:

- Zero-touch Deployment
- Device Supervision
- Lockable MDM Profiles
- Mandatory MDM Enrolment
- Consistent Streamlined Setup

Operating in the financial services sector meant the Digicape team also had to work closely with Yoco's IT manager to ensure that the necessary security features were in place, while building and rolling out the Jamf MDM system.

Delivering so much more than customers expect

The initial slow start in deployment can be largely attributed to the establishment of a formalised IT department, the appointment of their now dedicated technical IT manager has and continues to play an invaluable role in fast-tracking processes and enhancing IT efficiencies within Yoco.

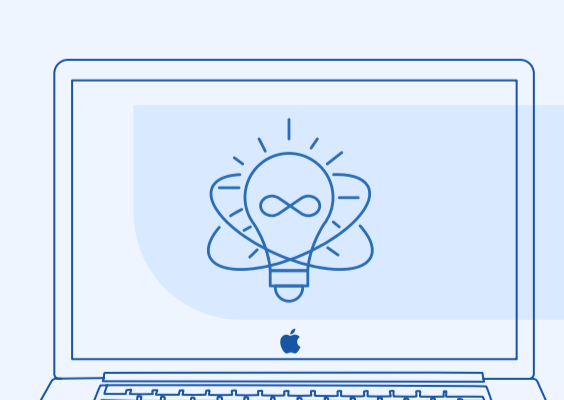
Since then, our Digicape team continues to work closely with Yoco's financial and IT manager on various projects and processes to ensure the necessary financial security compliance, as well as partner and consult with them on all things IT.

As their logistical partner we also ensure hardware reaches their end users around the world. And of course, our committed team is also always on standby to provide hands-on repair and maintenance, as well as technical support from time-to-time.

Consistency is one of Digicape's biggest strengths. I can always count on them to treat all of our requests with importance, while also recognising the value of prioritising. Keep up the excellent work!

Lee Burningham,
Head of IT Operations, Yoco

At Digicape, we know that it's important for your business to keep up to date with the latest technology to stay competitive; and that's why we support our clients every step of the way – from helping you choose the right technology and setting up the infrastructure to training, financing, and transitioning to the Apple ecosystem.



For access to a knowledgeable, hands-on team of IT experts so invested in your business that you'll think our people are your people, contact b2b@digicape.co.za