



Fourier Approach Profile

Fourier focuses its effort on taking the organisations' strategies and translating them into optimised processes and organisational structures that efficiently support the product/service offering of the business. Automation and measures are also put in place to allow the organisation to track progress and create a controllable environment in order to ultimately result in resilient operations.

Innovation and complexity are interlinked with respect to their impact on service, structure, process and/or product. Process innovation within a complex environment allows for excellence whilst acknowledging possibly divergent environmental, social, economic and business drivers and continued instability. Modern management thinking implies that any innovation or design activity be undertaken within a complex reality while maintaining alignment to the strategic intent and objectives.

Capabilities

The following **focus areas** (key competency areas) exist within the organisation and are offered to the marketplace:

- Business Process Design, making use of techniques and methods to ensure optimal design;
- Business Process Modelling through Simulation and other techniques
- Operational process optimisation, and
- Process implementation, roll-out and measurement.

Information Management, including:

- Information Systems/applications Analysis and Design;
- Enterprise Architecture modelling;
- Business Process Automation with Workflow systems;
- Business Intelligence Systems (Warehouse) Analysis, design and implementation;
- Information Technology Infrastructure (Servers Network and connectivity) design and support, and
- Information Systems Construction (Physical design, coding and testing).

System and Infrastructure support, including:

- Real-time monitoring solutions;
- Incident management with Service level management system;
- Desktop and infrastructure support; and
- IT management outsourcing.

Fourier realised over years of experience in support and maintenance of critical systems that proper preventative management of infrastructure and software environments, operational excellence can be achieved. IT infrastructure, software and operational resilience need to be seen as one seamless environment with the same objectives, and not as separate silos. By monitoring these and preventing breakdowns in any of these strategic supportive components, innovation and budget can be spent on growth, and not in managing and fixing yesterday's problems.

Our investments

Fourier invested in the following concerns: RQTech: Supplier of Imaging, Document management solutions and process automation; Supervision: Suppliers and manufacturers of Biometric time and attendance, access control and Secure sign on solutions; Fourier E: Project based empowerment company.

Our Customers

Some of our customers are: Total Facilities Management Company, Nedbank, FNB, ABSA, Arcuss Gibb, Deloitte, Telkom, and various government organisations.

Who are we?

Fourier is a privately owned organization. Fourier has been audited by EMEX from a BBBEE perspective and is a level 5 contributor. Fourier was founded in March 1999 and has since maintained stable and strong organic growth and employs around 50 people.