



Company profile

“An outcomes-driven Tech, Talent and Training delivery partner”

Who we are

2001

Established

51

Clients

154

Employees

95%

Loyalty Rate



South Africa



Kenya



Ghana



Mauritius



Uganda



India



Dubai



Botswana



Mozambique



Zambia



What we do



Most organisations today do not struggle because they lack technology, talent, or training.

They struggle because **execution does not reliably translate investment into measurable operational outcomes.**


- Systems are implemented, but performance doesn't improve.
- Teams are staffed, but delivery remains inconsistent.
- Training happens, but capability gaps remain.
- Initiatives launch, but momentum fades.

The underlying problem is not tools, people, or knowledge — it is the **absence of an operating layer** that connects technology, processes, people, and governance into a controlled delivery system.

Quarphix exists to solve this execution gap. We help organisations turn investments **into outcomes** by establishing a **structured operating model** that aligns:

- Technology becomes useful
- Teams become effective
- Capability becomes proven
- And leadership gains control.



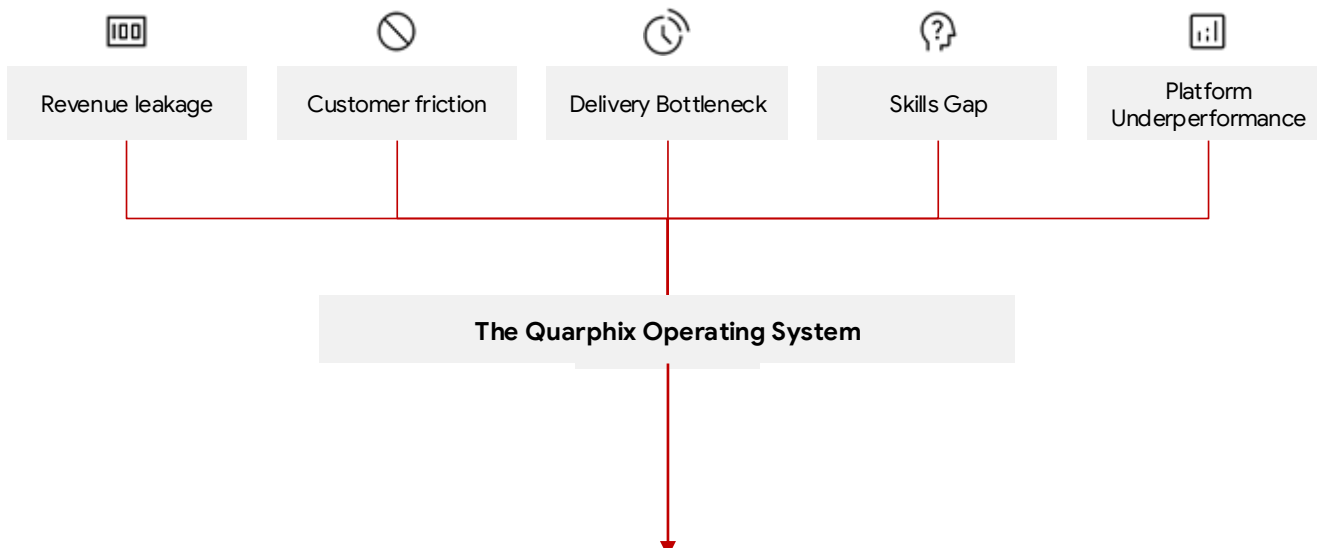


How Quarphix Resolves These Pain Points



We do not start with technology, training, or staffing.

We start **with identifying the constraints** preventing delivery from producing business outcomes — and then design the operating environment required to resolve them.



Business Outcomes

- Tools stop being “installed” and start being useful and measurable
- Work moves from chaos → controlled execution → repeatable delivery
 - Faster execution, fewer bottlenecks, clearer accountability
- Clarity, trust, improved decision velocity, and sustained performance

Systems: Platforms, integration, security and data foundation

Technology Enablement

This pillar answers:

- Are the right platforms in place?
- Are they integrated and secure?
- Is there a reliable data foundation to drive decisions?

What Quarphix strengthens

- Platforms that support scale (e.g., Salesforce, Glassbox, integration layers)
- Integration and workflow orchestration (reducing manual handoffs)
- Security and operational readiness
- Customer and operational data foundations

Processes: Operating rhythm, governance and execution model

Delivery Excellence

This pillar answers:

- Do teams have a rhythm that drives delivery weekly/monthly?
- Are incidents and priorities handled consistently?
- Is there a proven execution model?

What Quarphix strengthens

- Repeatable operating playbooks
- Structured weekly cadence and monthly outcomes rhythm
- Consistent prioritisation (severity + impact-based delivery)

People: Capacity, capability and role clarity

Talent Uplift

This pillar answers:

- Do we have enough capacity to deliver?
- Do we have the right capability mix?
- Is ownership clear across teams?

What Quarphix strengthens

- Delivery capacity (individuals, PODs, managed squads)
- Capability uplift (role-aligned training and skills proof)
- Role clarity (custodian mapping and responsibility design)

Governance: Reporting, decision-making and performance control

This pillar answers:

- Can leadership see what matters?
- Can decisions be made quickly with evidence?
- Is performance being controlled and improved over time?

What Quarphix strengthens:

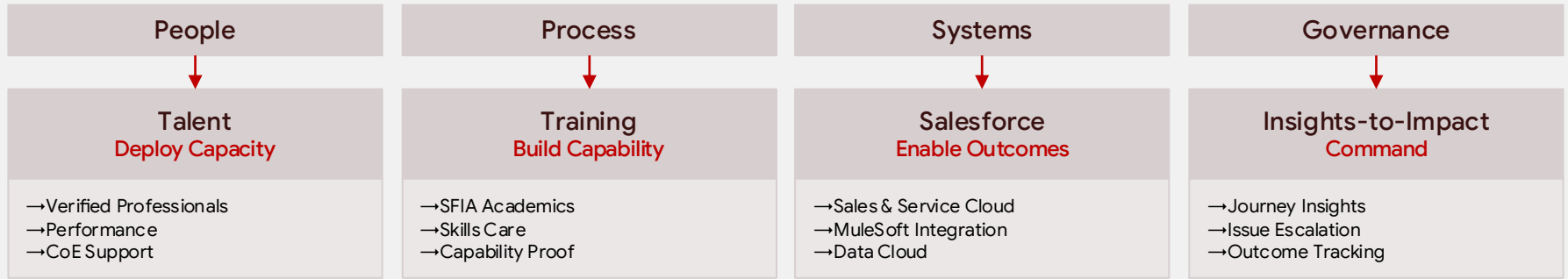
- Executive-ready reporting packs (monthly cadence)
- Decision governance that isn't a bottleneck
- Performance control using outcomes and measurable KPIs

Align technology, processes, and people to deliver faster releases, lower cost, and stronger resilience

The Quarphix Operating System

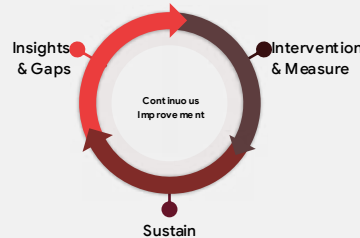
One Integrated Model for Solving, Delivering, and Sustaining Outcomes

Quarphix House Framework



What Clients Get

Faster Time-to-Value	Reduced Delivery Risk
Performance management	Measurable Outcomes
Performance management	Sustainable Capability



This allows clients to move

From	To
Projects	Controlled operations
Activity	Measurable outcomes
Dashboards	Accountable action
Effort	Performance

Through our four integrated tiers — **Tech, Talent, Training, and Governance** — we enable organisations to execute consistently, improve decision velocity, and sustain performance improvements over time.

What Makes Quarphix Different?

Execution fails in the gaps...

...while traditional providers solve in silos

System integrators implement platforms

Staffing firms provide resources

Training providers build knowledge

Consultants produce recommendations

Quarphix integrates all four into a single operating model.

Our Offerings
Tech Execution



TIER 1 - Technology Execution

Quarphix Tech helps clients convert technology **investment into measurable business outcomes** by diagnosing the real delivery constraints, operationalising platforms, and proving impact through a **repeatable execution model**.

What we solve for

- Platforms are implemented, but business performance does not improve
- Digital channels exist, yet customer friction and drop-offs remain
- CRM adoption remains low despite significant investment
- Integration gaps prevent a single operational view across teams
- Incidents are detected late and resolved inconsistently
- Dashboards and reports exist, but rarely drive action or demonstrate clear ROI

What clients get from Quarphix Tech

We help clients turn technology investments into measurable outcomes through:

- Digital Transformation Delivery (House Framework)
- A structured approach from problem → operating model → execution → outcomes
- Problem-First Discovery
- We don't start with tools or architecture decks.
- We begin with the client's real constraints and high-impact challenges, not tools or architecture

Platform Capability Delivery

Quarphix delivers and supports capability across:

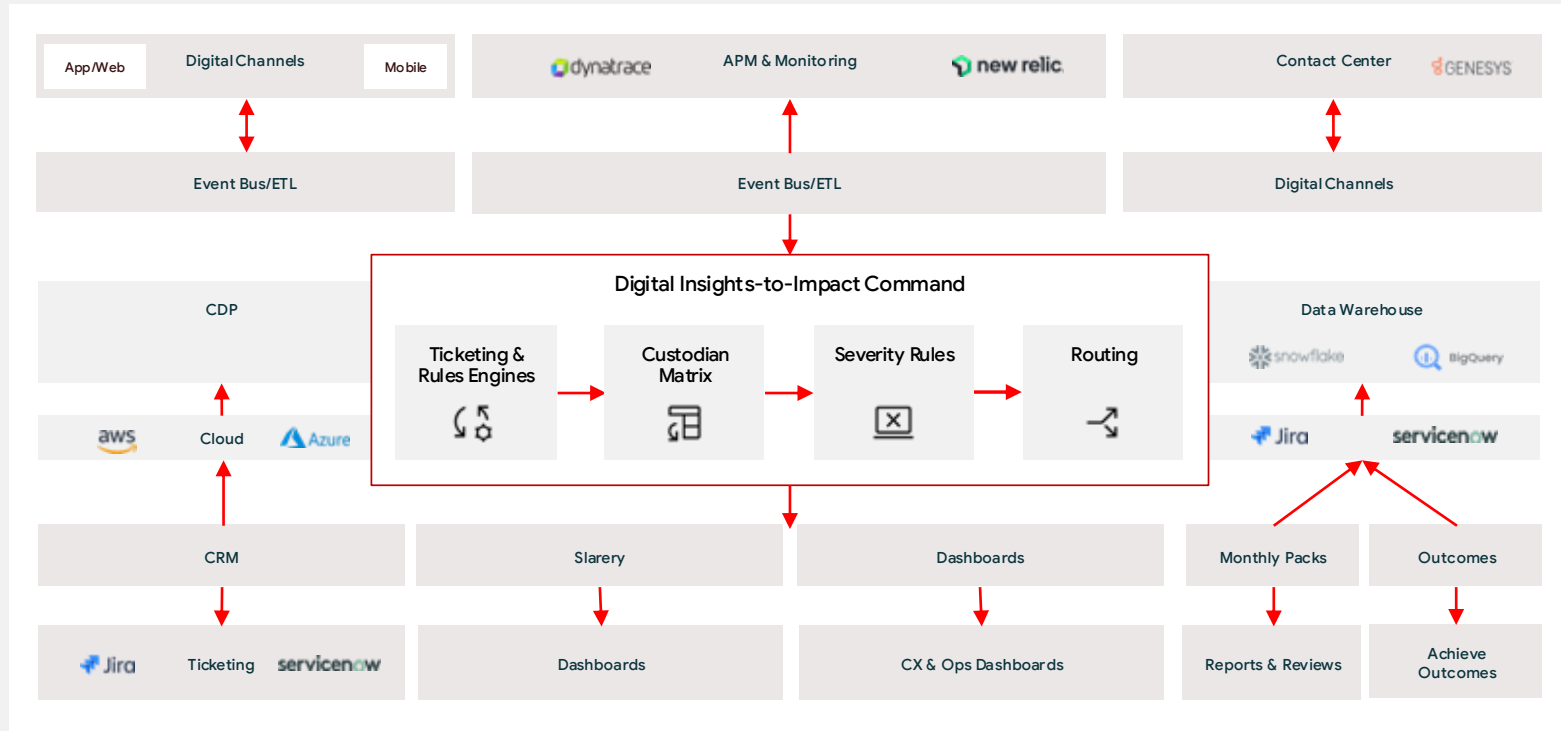
Salesforce (Sales Cloud, Service Cloud, Data Cloud) | **MuleSoft** integration | **AgentForce** enablement | **Glassbox**: Digital Experience & Journey tools



GLASSBOX

Insights to impact Command Architecture

Glassbox & similar tools show what's happening...





What clients get

- Faster response and resolution** for high-impact journey issues
- Clear accountability** (custodian mapping + governance cadence)
- Reduced contact centre pressure** by fixing root causes
- Measurable CX** and conversion improvements tied to fixes
- Executive visibility** through consistent monthly outcome reporting

Where it fits

- Works best when integrated with common enterprise stacks like...
- Experience & analytics:** Glassbox, Google Analytics, Adobe Analytics
- ITSM & delivery:** ServiceNow, Jira
- CRM & service:** Salesforce (Service Cloud / Data Cloud)
Collaboration: Teams, Slack
- Monitoring:** Dynatrace, New Relic, AppDynamics



Talent
(Delivery Capacity & Reliability)

TIER 2 - Talent (Delivery Capacity & Reliability)

Quarphix Talent gives clients **delivery-ready capacity at speed**—backed by role-fit certainty, performance management, and continuity protection—so critical initiatives stay on track without increasing delivery risk.

What we solve for

- **Critical projects stall** due to resource shortages or hiring delays
- Contractors are **placed but not managed**, leading to inconsistent performance
- Delivery depends on individuals instead of a structured operating model
- **Knowledge leaves** when consultants leave
- Replacement risk and onboarding time disrupt delivery continuity
- Clients pay for people, but **cannot predict output or performance**
- Delivery managers spend **time supervising resources** instead of delivering outcomes

What clients get from Quarphix Talent

- Quarphix supplies delivery-ready talent with reduced risk. This includes:
- **Faster, reliable** team scaling
- Focus on **delivery outcomes**
- Access to **specialised expertise**
- **Scalable** workforce capability
- **Performance-managed** talent with **replacement assurance**

Delivery Model

- Quarphix supports execution at client sites through a **structured back-office operating model** anchored on Squadex™ as the core platform and Q-Mbaya™ as the execution support layer.
- The **Centre of Excellence (CoE)** provides the standards, playbooks, quality controls, and enablement that make delivery consistent and measurable across all engagements.
- **Resource Augmentation**-Speed and certainty with performance management and replacement promise.
- **PODs / Outcome Teams**-Cross-functional squads accountable for outcomes (not just roles).
- **Tech Hubs** across Africa & Middle East to scale delivery cost-effectively
- **Squadex™**-enabled certainty (Quarphix is a member of the Squadex Marketplace ecosystem)

Client Site Execution (Consultants) Quarterly Review (QBR)



Squadex

Cloud Platform: Timesheets · HR Self-Service · PDP · KPIs · Incentives

Q-Mbaya

Project Support	Training	Incident Management	ProfNet™ (Talent Cloud)
<ul style="list-style-type: none">→ Scheduled Check-ins→ Webinars & Exposure→ Technical Enablement	<ul style="list-style-type: none">→ Internal training (SFA & Capstone)→ Upskilling pathways & upkeep (MiPassport™ & SkillsCare™)	<ul style="list-style-type: none">→ Helpdesk Support→ Knowledge Base	<ul style="list-style-type: none">→ Graduates→ Consultants (All levels)→ Training Facilitators (All levels)

Back Office Support

Back Office Support

PMO (QA & Reporting)	PMO (Delivery)	R&D	Commercial Ops
<ul style="list-style-type: none">→Project Templates & resources→Quality Checks→M&E + Reporting	<ul style="list-style-type: none">→Project planning & staffing→Execution & Escalation→Stakeholder management	<ul style="list-style-type: none">→Service IP & Playbooks→Product Development→Benchmarks & CI/CD	<ul style="list-style-type: none">→Bidding Support→Commercial Reviews→Contracting & Renewals

Quarphix Centre of Excellence
Standards · Playbooks · Quality · Enablement

How the Quarphix CoE supports organisations

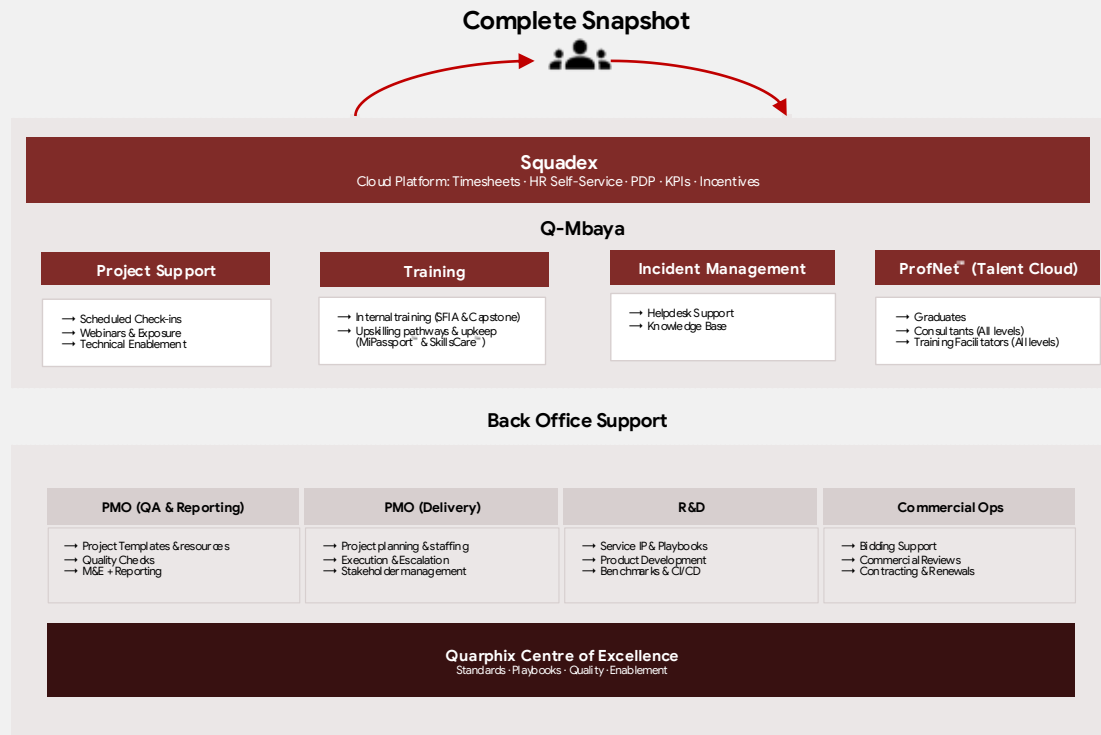
Standards
 Consistent delivery principles, role expectations and quality thresholds

Playbooks
 Repeatable methods for onboarding, project support, escalation and reporting

Quality Controls
 PMO checks, reporting cadence and measurable performance oversight

Enablement
 Technical support, scheduled check-ins, upskilling pathways and knowledge support

Back-Office Support
 Staffing coordination, execution support, stakeholder management and continuity cover



Outcomes: faster time-to-fill • reduced delivery risk • predictable performance • continuity protection



Training
(Delivery Ready Capacity)

TIER 3 - Quarphix Training (SFIA-Aligned Outcomes)

Quarphix Training builds measurable capability—not attendance—by aligning learning to SFIA role outcomes, **proving competence through Capstone delivery, certifying readiness via the Verified Skills Passport™, and sustaining gains through SkillsCare™.**

What we solve for

- Training is attended but **capability does not improve**
- Certifications are obtained but **staff still cannot perform** the role
- Organisations cannot distinguish between **'trained' vs 'job-ready'**
- Graduates **require long supervision** before contributing to delivery
- **High drop-offs** in graduate programmes and internal academies
- Learning **investments cannot be tied to operational performance**
- HR and leadership **cannot measure skills uplift** or workforce readiness

What clients get from Quarphix Talent

- Quarphix enables organisations to build **capability with proof.**
- Training is executed through the **Training Standards Aggregator** model, aligned to:
- **SFIA** role outcomes
- **Capstone** capability evidence
- **SETA**-aligned formats where required

Delivery Model

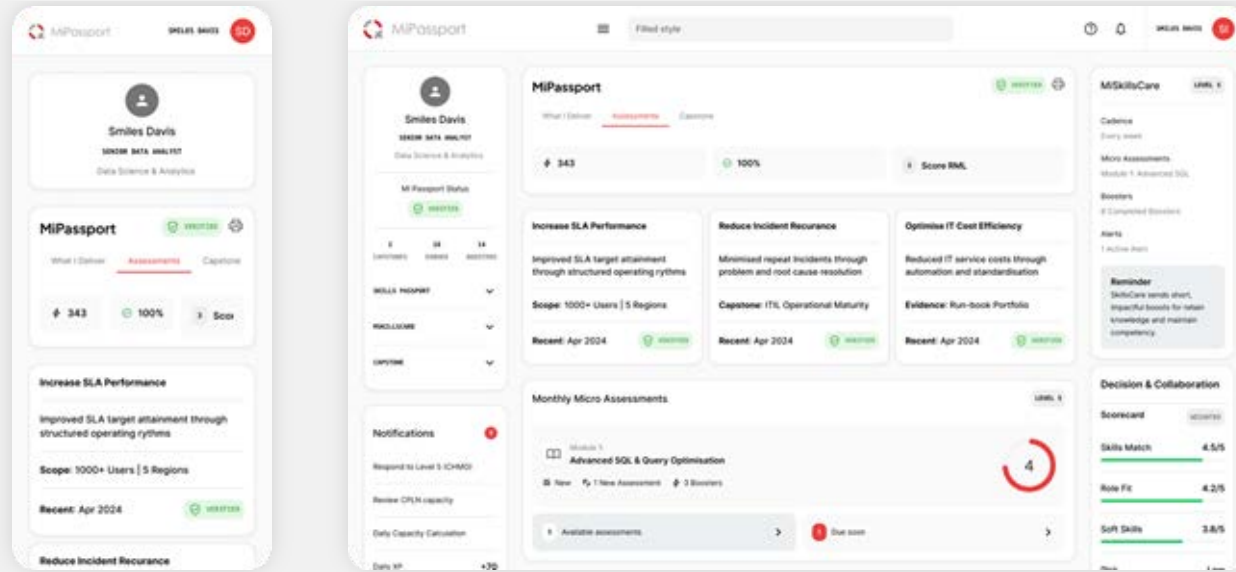
(Assess → Build → Prove → Certify → Sustain)

- **Assess** (baseline readiness + gap identification)
- **Optional:** Knack App game based career suitability screening
- **Build** (modules + labs aligned to role outcomes)
- **Prove** (capstone + final practical)
- **Certify** (Verified Skills: My Passport™)
- **Sustain** (SkillsCare™ reinforcement)


This framework is applied to all our training interventions – Graduate development, Client Teams and Individual professionals.

TIER 3 - SFIA-Aligned Outcomes

MiPassport™ turns training into visible, role-linked proof of capability.



Each profile shows what the individual can deliver, the evidence behind it, and how ongoing micro-assessments sustain performance over time. This gives the client a clearer view of readiness, reduces dependency on CV claims alone, and supports more predictable deployment outcomes.



Governance
(The layer that makes it stick)

Tier 4 — Governance (The layer that makes it stick)

Governance is by design – not bolted on!

It turns **activity into outcomes** by ensuring every tier is **owned, measured, and controlled**.

We drive decision velocity through custodian clarity, executive-ready reporting, and disciplined performance management.

What we solve for

- **Leadership lacks visibility** into what is actually happening in delivery
- **Decisions are delayed** because evidence is fragmented or unavailable
- Teams work hard but **performance does not improve** consistently
- **Accountability is unclear** across business, IT, and vendors
- Reporting focuses on activity instead of outcomes
- **Improvements are temporary** and regress after projects end
- There is **no operating rhythm** linking strategy to execution

Delivery Model

- **Decision cadence** (weekly rhythm + monthly outcome packs)
- **Performance controls** (KPIs and accountability)
- **Executive reporting visibility**
- **Proof of value and impact over time**

What Clients Gain

Clarity

We establish **clear ownership** of problems, decisions, and actions so issues are resolved instead of circulated.

Continuity

Delivery no longer depends on specific individuals; it is supported by a **structured model**, playbooks, and back-office support through our **Centre of Excellence**.

Control

Our **operating model** gives leadership visibility in to performance and enables faster, evidence-based decision-making.

Proof

Every engagement produces **measurable outcomes** — not only activity, not only reports, but **demonstrated operational improvement over time**.



Why
Quarphix?





Quarphix is designed to turn investment into execution and execution into measurable performance.

We establish the operating model that aligns technology, delivery capacity, verified capability,
and governance into a single controlled framework.

1

Technology

2

Delivery capacity

3

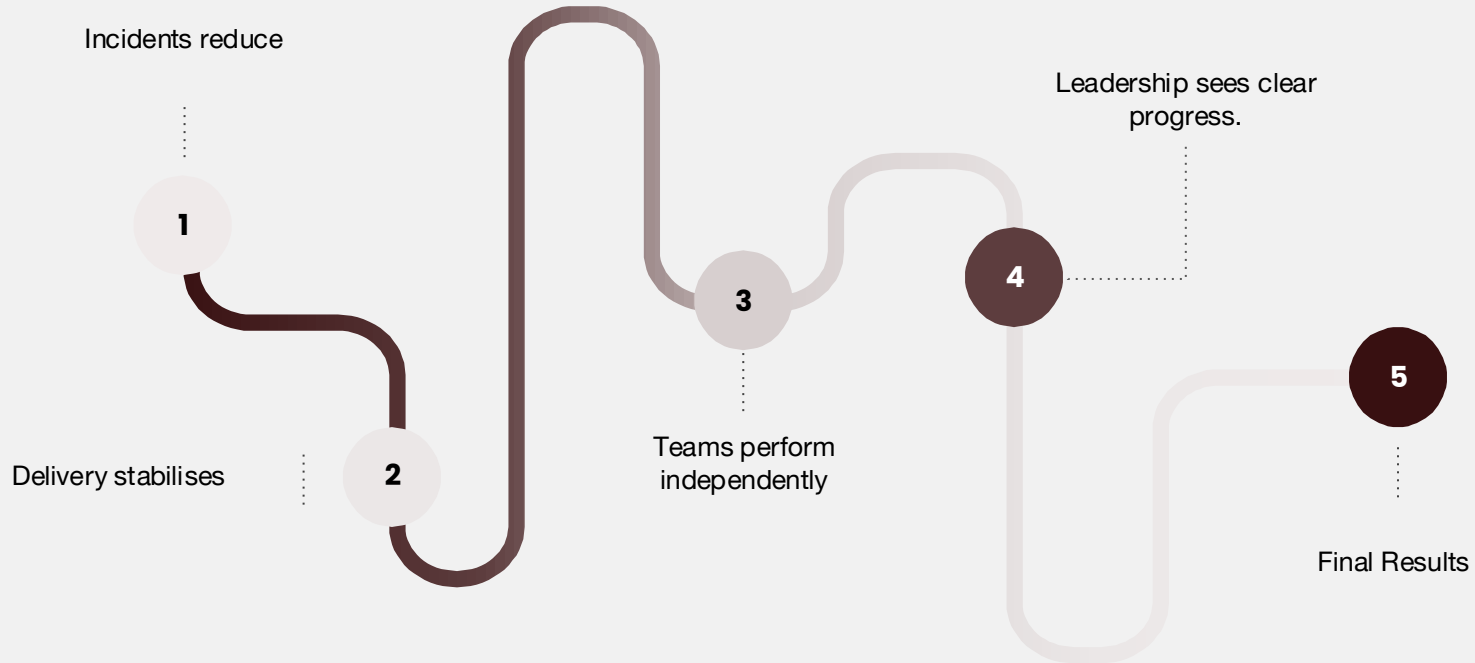
Verified capability

4

Governance

Our Commitment

We do not measure success by completing a project, We measure success when:



Ultimately, our goal is not to become a permanent dependency, but to help clients establish a working operational environment that continues to perform.

We leverage a **partner ecosystem** to solve technology challenges and deliver value for diverse clients.



Training Compliance



Technology Partners



Organisational Compliance





Thank you



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