



WELCOME

2008 has been a very busy year for everyone. In 11 months we have seen the petrol price, inflation and interest rates rise to an all time high, our SA president being asked to step down, the crash of stock exchanges worldwide and yet, it has managed to end on a positive note...with the world's first African-American president elected in the US, our Paralympics brought home 30 medals, petrol prices are returning to "normal" and it has been forecast that we will soon see the decline in our interest rates.

We are at a critical point in the economy where every company has to evolve the way that they think, the way they do business and evolve their mind set and the way that they approach things. We all need to do more with less.

IMMIX is ahead of the times and have ridden the wave of evolution that this new era has brought upon us. We are now more customer-focussed than ever and it is our goal to meet your needs and show you how to further evolve your company.

As part of our endeavour to offer our clients the best possible service, we will be sending you a quarterly newsletter to keep you updated on the latest movements at IMMIX, and keep you abreast of the industry comings and goings.

What you have to say is important to us, so please let us know what how you enjoyed our first newsletter, and send us any suggestions that you would like to see in our future editions.

Sit back, relax and enjoy the beginning of your evolution!

Shaun

EVOLVED IMMIX WEBSITE

As leaders of the industry, we have upgraded our website to better reflect our fresh approach to our business. We have made it simpler for you to navigate your way around, easier to understand and show you what makes IMMIX so unique.

Your opinion matters to us, please follow the link www.immix.co.za and take the time to complete our online survey - rate our new, revolutionised IMMIX website.

IMMIX TAKES THE GOLD

When it comes to awards, IMMIX brought home the gold for 2008.

Microsoft Dynamics™ President's Club Member 2008 - Top 5% of Dynamics Partners World Wide. The Microsoft President's Club consists of the top 5 percent of Microsoft Dynamics partners worldwide and honours our dedication to delivering solutions that meet our customers' needs, active pursuit of product and technological advancement, and impressive sales performance.

Microsoft Business Solutions™ Partner of the Year 2008 Finalist - We were one of the finalists for this award as in one year (2008) we successfully evolved 20 new clients and welcomed another 8 existing Dynamics customers to our customer base. With a 30% Year on Year growth we were definitely in the running for this title.

EVOLUTION OF IMMIX

IMMIX Solutions is constantly evolving, growing and discovering new ways to meet your needs. We now have 2 sister companies, who focus on your infrastructure and development needs:

1.) IMMIX Network Solutions (Pty) Ltd

IMMIX Network Solutions, specialise in the design and delivery of adaptable, scalable, secure and reliable, network / infrastructure solutions. We focus on delivering the right technology platform to help your company perform at its best.

In today's ever evolving IT infrastructure environment, a variety of tools and solutions are available to consumers, but this is often confusing, and leads to incorrect purchases and decisions. IMMIX Network Solutions bridges the gap by assisting you and your business to choose and implement the right products and solutions, to ensure business continuity and reliability.

2.) IMMIX Development Solutions (Pty) Ltd

IMMIX Development Solutions specialists in the design and delivery of adaptable, scalable, value adding custom development solutions. We focus on delivering custom developments to suit specific business requirements, as well as developments that act as extensions to your current systems.

EVOLVED IMMIX CLIENT

Un-evolved

Our Client needed a system that could:

- Improve their work-force productivity by automating the entire sales process and provide employees with easy access to real-time information
- Help makes its customer relationship processes more consistent and effective
- Be adapted to the ever-changing requirements of a business
- Have a 360 degree view of client business at the same time, at the push of a button
- Integrate seamlessly with Microsoft Office and Outlook

How did we evolve them?

Our solution to our Client's needs was the Microsoft Dynamics CRM solution. Together we mapped out their complex customer relationships and created benchmarks upon which to measure success and improve on the user experience, ensuring standardised internal processes and the ability to measure return on investment.

Evolved

Since the "evolution", our Client experiences the following benefits:

- An increased productivity level
- Easy access to real-time information
- Simplified customer data entry
- One view of all the sales engagements underway
- Ability to turn proposals around faster and take advantage of new opportunities quickly and effectively
- Ability for managers to train and reward their employees accordingly

The main benefit that our "evolved" Client has is the ability to have a dynamic view of their relationship with both existing and potential customers.

Microsoft Dynamics™ ERP SA Partner of the Year 2008 award - Microsoft Dynamics felt that we deserved this award as IMMIX best exemplified leadership in the ERP channel through: our great commitment to the Dynamics Business, meeting and exceeding revenue targets, achieving outstanding YOY growth and inspiring people and expanding skills, across technical, sales and marketing in the ERP arena. In short, we helped over 15 companies in FY08 evolve by implementing our Microsoft Dynamics ERP (Enterprise Resource Planning) Solution.

Microsoft Dynamics™ RMS (Retail Realm) Best Vertical Reseller for Middle East Africa 2008 - Retail Realm is the official Microsoft Dynamics RMS distributor for MEA. This award was as a result of the continued outstanding performance and ongoing successful implementations of Microsoft Dynamics RMS in the vertical markets for 2008.

All these awards only prove that IMMIX is ahead of the trends and that we are well positioned to guide you through this evolution.

IMMIX EVENTS

Are your business processes inefficient and time consuming? Do you have visibility into customer/ project communication and correspondence? Would you like to hear how YOU can improve and enhance your business productivity?

IMMIX Solutions is hosting a morning seminar in 2009, for all project driven companies, where we will share the secrets that you need to make your business and workforce more productive and more profitable. If you would like more details on this event, please contact us on

marketing@immix.co.za

What is Microsoft Dynamics CRM?

Microsoft Dynamics CRM is a customer relationship management system designed fundamentally as a tool to store and deliver accurate, timely and relevant information, based on your company's current processes. Implemented correctly, this tool can become a true business enabler, providing a centralized repository of data for sales, marketing and customer service.

It is fully integrated into Microsoft Office and Microsoft Office Outlook – the applications your employees probably use every day – to provide a unified business desktop and a strong platform to deliver excellent customer service.

Works the way your people do – CRM is designed to support fast user adoption, high productivity and self-empowerment.

Works the way your business does - Provides choice and flexibility in how you implement and customize the CRM application, we literally mould CRM to suit your individual business needs.

Works the way technology should – CRM is an adaptable and affordable CRM system that can easily grow and change as your customers' businesses grow and changes.

How can CRM evolve your business?

CRM is an adaptable, flexible system that can easily scale and change as your business grows and evolves. Leveraging the Microsoft IT investment you already have, Microsoft Dynamics CRM can take your business to new heights and allow you to: reach new levels of productivity, drive sales, drive & manage relevant marketing campaigns and deliver excellent customer service.

VIRTUALISATION

Virtualisation allows you to share the resources of a single computer across multiple environments, resulting in one computer doing the job of multiple computers. It allows you to consolidate all of your servers into one virtual server capable of running its own operating system and applications.

How do you benefit from Virtualisation?

By transforming your server room using Virtual infrastructure you will:

- Save energy
- Lower your capital expenses
- Use your hardware resources more efficiently
- Increase your resource availability
- Increase your security
- Improve your disaster recovery processes

Virtualisation is a technology that can benefit anyone who uses a computer.

Contact Kevin or Izelle at IMMIX Network Solutions on 011 807 4468 to find out how we can save you more time, money and energy!

With the holiday season nearly upon us, we would like to draw your attention to our holiday closing dates. We will be closing on the **22 December 2008** and re-open on **Monday 5 January 2009**.

In the case of emergency, a few of our dedicated staff members will be available:

CRM Support: Warren O'Reilly on 083 377 6752

SL Support: Ibrahim Hajat on 072 101 9706

GP Support: Bernadine Baney on 082 671 7836

RMS Support: Heinrich Schultz on 073 915 1275

From all of us at IMMIX, we wish you well over the festive season!



Everyone always focuses on the bad news in South Africa, but IMMIX likes to keep our minds focussed on the good...

[SA Economy bucks global recession trend](#)

South Africa's economic growth will be positive in 2008/9, according to a number of economic forecasts released over the last two days. Business Unity South Africa (BUSA), the Bureau for Economic Research (BER) and Germany's Ifo Institute, with...[Read more...](#)



[Break the mould this Christmas](#)

Make Christmas Matter gives you the chance to break the mould and give this Christmas some real meaning.

Browse and buy great Christmas 'gifts' quickly and securely online at makechristasmatter.co.za and then personalise your own gift cards to send to friends, family, colleagues or business associates explaining how the gifts are helping to change lives in South Africa. [Read More...](#)

