



African Vanilla

COMPANY BROCHURE · 2026

The straightforward IT partner for

Gauteng & South African business.

IT should be transparent, reliable, and focused on your goals — not on a provider's quarterly targets. No hidden fees. No lock-ins. No ticket roulette. Just enterprise-grade IT, delivered at sensible SME prices.

2-HOUR

RESPONSE GUARANTEE

50+

GAUTENG BUSINESSES

M2M

NO LOCK-INS

MANAGED IT

CLOUD

CYBERSECURITY

ERP

CUSTOM DEVELOPMENT

AI & DATA

Your IT Department, Without the Overhead.

africanvanilla.co.za

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Fourways · Gauteng · South Africa

Simple. Honest. Straightforward.

African Vanilla Consulting helps Gauteng businesses leverage technology without complexity, hidden fees, or frustration. We were founded on a simple philosophy: IT should be transparent, reliable, and focused on your business goals.

Why "Vanilla"?

In a world of IT complexity and jargon, we are the vanilla choice. Vanilla doesn't mean boring — it means real: no artificial flavours, no hidden ingredients, just quality IT delivered with integrity.

How we work

- ◆ **Listen first.** A free IT audit that asks the questions most providers skip.
- ◆ **Solve real problems.** Practical managed services, security and cloud. No upsell.
- ◆ **Build long-term.** Clients stay because we earn it every month — not lock-in.

OUR PROMISE

Transparency

No hidden fees. No surprise invoices. You know what you're paying for and why.

Responsiveness

2-hour response time guaranteed. If we miss it, we credit your account.

Flexibility

Month-to-month contracts and practical scope. No lock-in, ever.

WHAT WE BELIEVE

Local beats distant

A real local team in Gauteng plus a vetted partner network beats a faceless national helpdesk. We answer the phone.

Real people beat ticket numbers

You get a dedicated account manager who knows your environment. No ticket roulette.

Transparency beats lock-in

Published pricing tiers and a 2-hour response guarantee with real teeth.

Outcomes beat activity

We measure ourselves by your uptime, productivity and peace of mind — not hours sold.

Everything You Need. Nothing You Don't.

Comprehensive IT solutions for Gauteng businesses, with partner-network support for on-site work in other provinces — all with transparent pricing, month-to-month contracts and a 2-hour response guarantee.

Managed Services

Your IT department, without the overhead.

- ◆ 24/7 remote monitoring & alerting
- ◆ Unlimited helpdesk support
- ◆ 2-hour response guarantee
- ◆ Dedicated account manager

Infrastructure & Cloud

Migration, optimisation and management for AWS & Azure.

- ◆ Cloud assessment & strategy
- ◆ Zero-downtime migration
- ◆ Cost optimisation
- ◆ Ongoing management

Networking & Servers

Server & network setup, maintenance and monitoring.

- ◆ Network design & architecture
- ◆ Server setup & configuration
- ◆ Wi-Fi planning
- ◆ Enterprise reliability

Cybersecurity & Compliance

Zero-trust security, monitoring & POPIA / ISO compliance.

- ◆ Zero-trust frameworks
- ◆ 24/7 threat monitoring
- ◆ Compliance automation
- ◆ Security audits & training

ERP Implementation

Custom ODOO ERP, tailored to your workflow.

- ◆ ODOO implementation
- ◆ Process mapping & integration
- ◆ Data migration
- ◆ Training & ongoing support

Custom Development

Modern, fast, secure websites & business apps.

- ◆ Web & mobile apps
- ◆ System integrations
- ◆ Modern frameworks
- ◆ Ongoing maintenance

IT Procurement

Quality hardware & software at competitive prices.

- ◆ Supplier network access
- ◆ Bulk pricing advantages
- ◆ Transparent markups
- ◆ Procurement + deployment

Asset Management

Hardware & software tracking, licensing & compliance.

- ◆ Real-time inventory
- ◆ License management
- ◆ Compliance reporting
- ◆ Security scanning

AI & Data Analytics

Business intelligence, predictive analytics & ML.

- ◆ BI dashboards
- ◆ Predictive models & ML
- ◆ Data visualisation
- ◆ AI strategy & rollout

Digital Transformation

End-to-end strategy, automation & change management.

- ◆ Digital strategy
- ◆ Process automation
- ◆ Change management
- ◆ Modern workplace rollout

Your IT. Transparent. Guaranteed. Month-to-month.

Our managed IT partnership is a single agreement that covers your environment for a transparent per-workstation price — with a 2-hour response guarantee and the freedom to cancel any month. No setup fees, no hidden costs, no auto-renew traps.

Starter

R2,500 / workstation / month

For smaller teams that need predictable support and a clear first step beyond ad hoc IT help.

- ✓ Business-hours remote monitoring & ticket triage
- ✓ Email support with clear ownership of every request
- ✓ Monthly security & patching health check
- ✓ 1 included onsite hour per month
- ✓ Hardware procurement support
- ✓ Month-to-month — cancel anytime

MOST POPULAR

Partner

R4,500 / workstation / month

For businesses that want African Vanilla to act as their outsourced IT department.

- ✓ 24/7 remote monitoring with proactive alert review
- ✓ Unlimited helpdesk for covered users & workstations
- ✓ 2-hour human response guarantee (account credit if missed)
- ✓ 4 included onsite hours per month across Gauteng
- ✓ 10% hardware & software procurement discount
- ✓ Quarterly business review + dedicated account manager

The SLA is the operating agreement

Packages are the starting point. Your SLA defines support scope, response rules, the operating rhythm (monitoring, helpdesk, onsite, procurement, reviews) and commercial clarity — all written down before billing starts. Larger or more complex environments are tailored to fit.

Volume discounts apply: 7.5% (25–49 users) · 10% (50–99 users) · 15% (100+ users). Indicative pricing, excl. VAT — confirmed after a scoped IT audit.

Your business online. Built and run by AI.

We research your business, build the website, set up the lead engine, and keep SEO, content, social, hosting, analytics and improvements moving with reusable AI workflows and human oversight. This very brochure's website is the proof.

RESEARCH 01 · PUBLIC DATA & MARKET	BUILD 02 · SITE, SEO & FORMS
GROW 03 · CONTENT & CAMPAIGNS	OPERATE 04 · IMPROVE LOOP

LAUNCH
Get online, properly.
R7,500 setup · R450/mo

- AI-assisted business & competitor research
- Fast-launch website with lead form
- Hosting, monitoring & small update care

GROW
A search & content engine.
R12,500 setup · R2,950/mo

- Service pages, SEO metadata & schema
- Insight content & monthly optimisation
- Analytics-informed improvements

OPERATE · MOST POPULAR
We run the full presence.
R5,500/mo

- Website care, SEO, content & social support
- Reusable AI workflows for tone & services
- Monthly improvement & lead-gen focus

SCALE
Custom tools & automation.
R5,500/mo +

- Custom calculators, portals & lead flows
- CRM, Odoo, forms & workflow integration
- Client-specific AI agents & skills

PRODUCTISED OFFERINGS — BUY ONLINE

Detailed IT Audit Report
R2,500

Documented findings, risks, priorities and a practical roadmap after your free triage.

Managed IT Kickstart
R12,500

Structured onboarding into a managed model: inventory baseline, process & security setup, 30-day roadmap.

Website + CRM Automation
R35,000

Site build, lead intake & CRM dashboard, nurture automation and a productised services catalogue.

Measurable outcomes, not activity.

Full ITSM, Website & SEO Transformation

FLEXWEB · GERMISTON

CHALLENGE & SOLUTION

A BRC/ISO-certified flexible packaging manufacturer with unreliable IT hurting production uptime and an invisible legacy website. We delivered full managed IT under the Partner Programme plus a modern SEO-optimised website integrated with their systems.

RESULTS

- ◆ Production uptime improved to 99.7%
- ◆ 3.2x increase in qualified inbound leads
- ◆ Top-3 local search for key terms
- ◆ ~R180k/quarter downtime cost saved

Custom ERP for National Field Service

KONSTRUCTO · NATIONAL

CHALLENGE & SOLUTION

A national construction contractor running on spreadsheets and paper. We designed a custom ERP for scheduling, mobile inventory, timesheets, automated billing, compliance and head-office reporting — integrated with their accounting and fully supported.

RESULTS

- ◆ 40% reduction in admin overhead
- ◆ Real-time visibility across all sites
- ◆ Faster, more accurate invoicing
- ◆ Confident national expansion

Networking Overhaul & Cybersecurity

APEX DISTRIBUTION · MIDRAND

CHALLENGE & SOLUTION

An 80+ staff distribution centre with a flat, insecure network and prior ransomware scares. We re-designed the network with VLAN segmentation and Wi-Fi 6/7, plus managed services and 24/7 threat detection.

RESULTS

- ◆ Zero security incidents in 8 months
- ◆ Dramatically faster pick/pack systems
- ◆ "IT is no longer the bottleneck"
- ◆ Full 24/7 visibility & alerting

African Vanilla completely transformed how we think about IT and our online presence. The new systems just work, and the website is finally bringing in real leads. Their team feels like an extension of ours.

— JOHAN VAN DER MERWE · OPERATIONS DIRECTOR, FLEXWEB

OUR FOOTPRINT

Gauteng based. Serving South Africa via partners.

Full local coverage across Gauteng with our Fourways team, plus a trusted partner network for on-site support in other provinces — with you keeping a single point of contact and consistent strategy.

Johannesburg (Fourways HQ)	Active
Pretoria / Tshwane	Active
Sandton, Midrand & Randburg	Active
East Rand & West Rand	Active
Gauteng-wide (local + partners)	Full Coverage
KZN, Western & Eastern Cape, etc.	Via Partners

Why clients choose us

- ◆ Local Fourways team + vetted partner network
- ◆ On-site support nationally via trusted partners
- ◆ Transparent pricing, full month-to-month flexibility
- ◆ 2-hour response guarantee — or we credit your account

TRUSTED TECHNOLOGY PARTNERS



LEADERSHIP & TEAM

FOUNDER & PRINCIPAL CONSULTANT

Jacques van der Merwe

20+ years across ITSM, enterprise networking and cloud for JHB SMEs and national rollouts. Drives the Vanilla philosophy: simple, honest, transparent.

NETWORK, CLOUD & SECURITY ENGINEERS

African Vanilla Engineering Team

Senior engineers covering Microsoft 365, Azure, AWS, Cisco, MikroTik, Ruckus, Kaspersky and ERP platforms, scaling through vetted local partners.



GET STARTED

Ready to transform your IT?

Book a free, no-obligation 1-hour IT audit. We review your environment, risks and opportunities and give you a written summary — whether you proceed or not.

2-Hour Response

Guaranteed for critical issues — or we credit your account.

Month-to-Month

No lock-ins, no setup fees, no auto-renew traps.

Dedicated Manager

A real person who knows your environment and priorities.

POPIA Compliant

Transparent, accountable and security-first by design.

Book your free IT audit

No pressure. No obligation. Transparent advice.

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CALL / WHATSAPP

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