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## INCUBATING SMALL BUSINESSES

Based in the coastal city of Durban, with an anchor office in Port Shepstone, the Durban Technology Hub which trades as SmartXchange, is an innovation node and a dynamic business incubation centre established to support and promote the region's vision to be the technology hub of Africa.

SmartXchange aims to support and promote Media, Information Communication Technology and electronics (MICTe) entrepreneurs in South Africa through incubating small businesses.

With fruitful partnerships, SmartXchange has continuously managed to deliver on its mandate of SMME development via the vast range of support services offered to SMMEs during the three-year incubation period.

## Vision

To be at the heart of a growing and innovative South African MICTe industry that has global impact.

## Mission

To develop and support MICTe SMMEs through world class incubation, skills development and encourage innovation and collaboration in the MICTe sector.

## SmartXchange Objectives

- Develop and support quality BEE MICTe companies to create jobs and stimulate the economy.
- Build a pool of skilled MICTe workers through the incubated SMMEs.
- Extend the reach of SmartXchange's impact in developing the MICTe industry in South Africa.
- Stimulate innovation among SMMEs in the incubator and in the wider MICTe industry.



► Innovation Grant Recipients

- Provide excellent services to incubated SMMEs.
- Develop and sustain mutually beneficial relationships with strategic partners.

#### **SMME Skills Development Support Services Include:**

- Overview of the business growth cycle and relevant changes in structure and management styles.
- Industry specialist mentors and coaches
- Monthly business health checks, sustainability reports and personalised assistance using the Growth Wheel tool.
- Training related to the specific needs of businesses.
- An SMME forum to build relationships and partnerships.
- Resource centre with sponsored internet access.
- Assistance in creating structures relevant to specific stages of business growth.
- Assistance in formulating required policies and procedures.
- Sponsored marketing kit, inclusive of roll up banner, business cards, company website and promotional video.
- Innovation grant funding to a maximum of R650 000.00

#### **Funding**

SmartXchange is funded by committed strategic partners, who offer both financial and strategic support. These partners include eThekweni Municipality, Ray Nkonyeni Municipality, the Small Enterprise Development Agency (SEDA), Technology Innovations Agency (TIA), MICT Seta as well as other key

commercial partners: Vodacom, Liquid Telecom, 3C Technology & Mustek.

#### **SmartXchange Recognition**

Below are accolades celebrated by SmartXchange through awards since inception:

- Winner of the SABIC Incubator of the Year 2018
- Winner of the Ray Nkonyeni Mayoral Community
- Award under the category of Successful Emerging SMME 2018
- Winner of the 2017 Standard Bank Elan Property KZN Top Business Award under the category of Community and Social Services
- Winner of the 2016 FNB KZN Top Business Award under the category of Community and Social Services
- Winner of the 2016 National Science and Technology Forum South32 Award
- Runner Up: SABI Incubator of the Year Award 2016
- Runner Up: Govtech ICT Service Delivery Award 2015
- Winner of the 2015 eLan Property Group KZN Top Business Award under the category of Community and Social Services
- Winner as the Best Performing Incubator of the funded incubators
- Winner of the 2013 FNB KZN Top Business Award, under the category Finance and Business Services
- Winner of the Alec Rogoff B-BBEE Enterprise Development Award in April 2013
- Winner of the prestigious Computer Society of South Africa (KZN Chapter) ICT Company of the Year Award in 2006

Full Name of Company: Durban Technology Hub t/a SmartXchange

Nature of Business: Financial and Business Services

Services: Incubation of small, medium and micro enterprises (SMMEs) in Media Information Communication Technology and Electronics

Date Established: April 2004

Customer Base: Small, Medium, Micro Enterprises

No. of Employees: 11

Auditors/Accountants: SNG Grant Thornton

Bankers: Standard Bank

Memberships: Durban Chamber of Commerce, South African Business Incubation Association, KZN ICT Forum, KZN Human Resource Development Council

B-BBEE Status: Level 4

#### **KEY PERSONNEL**

CEO: Jonathan Naidoo

Central Services Manager: Dr Rajesh Neerachand

SmartXchange Port Shepstone Incubator Manager: Fatima Sarigat

Marketing and Communications: Abegail Ndlovu

#### **CONTACT DETAILS**

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