

Say goodbye to queues, please

Following on the success of payfine.co.za and energy.co.za, we're delighted to have launched payCity.co.za.



For 'connected citizens,' www.payCity.co.za has been designed with the consumer in mind, and its goal is to provide consumers with a quick, safe, secure, but above all easy way to pay for local authority related bills.

View and pay local or national speeding fines

payCity.co.za allows customers (individuals and fleet proxies) to view their traffic infringement data, including speed, time, date and penalty. We will even email or SMS registered users when we notice they have a new fine. Alternatively, they can send an SMS to 39541, with their ID number, and we will return a summary of their outstanding fines.

We have links to the major Metros, such as JMPD and CoCT, as well as smaller municipalities, such as Stellenbosch, Paarl, Tzaneen, Mogale City, Emfuleni and Swellendam - even the free State. Shortly, we will also

have a link to eNatis, so that as they roll out AARTO across the country, we can show and take payments for all those areas as well.

Renew a Vehicle Licence Disc and have it hand delivered



With [payCity](http://payCity.co.za) customers can upload the necessary documents and pay by credit card, and we'll arrange that their Vehicle Licence Disc gets renewed and hand couriered within five working days. When customers register, we even remind them when their next one is due.

Buying prepaid electricity via the web or cellular phone

Customers will be able to purchase prepaid electricity for their meter number once they have registered, and we will deliver their token to them on their monitor as well as via SMS, at no extra charge.

Once registered, customers can just recharge via their cell phone and we'll perform the transaction. They simply send their password, cvv number and the amount to purchase to 41658, and we'll send their voucher to them.

IN THIS ISSUE

- Say goodbye to queues, please
- The future's so bright
- Events and exhibitions
- Faces of the future
- Update on the Syntell Foundation activities
- Easter carnage - the figures say it all

Currently, we service Overstrand, Bitouand City of Cape Town, but we plan to add City Power in Johannesburg, Ekurhuleni, Polokwane and Eskom soon.

The Future

Forthcoming services that will further eliminate queuing include Local Rates and Taxes bills; TV licence renewal; retail bill payments (such as an Edgars account); medical bills not covered by the Medical Aid; and Telkom/Neotel bills.

Why not try the site out for yourself and let us know what you think? We'd love to hear your views.



Trading UP

The future's so bright

Networks

The last few months have been very busy within the Networks unit. Some notable achievements include the implementation of our switch into Nigeria (Abuja) as part of a Bill Payments solution, which we believe will open the door to further revenue collection deals; being successful with Overstrand Municipality for the implementation of our S3 prepaid vending system, along with a comprehensive Revenue Management solution (further to this, we have recently been given the billing agreement for Overstrand, and look forward to having our Traffic business unit introducing collections to round it off); as well as with Bitou Municipality for the provision of our Revenue Management solution.

Witzenberg has reaffirmed their commitment to us by signing for another three year period; Nkonkobe and Oudtshoorn have upgraded their Synapse systems to S3 by signing new three year contracts; and we were successful in activating our switch in Emfuleni Municipality for a partner of ours, which we hope to expand upon.

Another notable achievement was the awarding of a Revenue

Management tender by the City of Windhoek (Namibia) to our partner, which will further enhance our relationship there.



Traffic

Recent contracts that have been awarded to this business unit include the Maintenance Tender for eThekweni Transport Authority in Durban for three years; the supply of traffic signal equipment to the City of Tshwane in Pretoria for three years; and the supply of traffic signal controller equipment for Johannesburg Roads Agency for the next two years. We are also thrilled to receive part-award on tender to Ekurhuleni for traffic signal equipment for three years.



Road Safety

Over the last few months we have successfully implemented and delivered on one of our most challenging contracts to date with the City of Cape Town. This three year contract included the implementation of a total end-to-end turnkey traffic road safety



services. Intertraffic offers a four-day platform to do business, and representatives of Syntell's Traffic and Road Safety business units will be there to get up to speed with the latest industry trends and developments.

Enquiries can be directed to:
Traffic Systems – Andrew Houlston at andrew@syntell.co.za
Road Safety – Saadiq Mathews at saadiq@syntell.co.za

solution. Key deliverables included the supply and installation of fixed and mobile digital cameras; a full traffic contravention system with a total back office solution; roadblock systems; call centre solutions; roving vehicles; as well as the integration of various third party payment solutions via the Syntell web services switch. This contract will also see the first of the average speed over distance technology being installed in the Western Cape Province

Earlier this month we were awarded the contract with the George Municipality, which includes the supply, installation and maintenance of fixed and mobile speed and red light violation cameras, roadblock systems with license plate recognition technology, traffic contravention system, and back office operations and support. We look forward to providing exceptional service and continue to strive to improve our business relationship with all our customers.

The City of George

In the pipeline

The Road Safety division has been short-listed for key contracts for the eThekweni Metropolitan Police department in KZN; and we have also submitted a tender bid for the Overstrand Municipality.

In the DIARY

Intertraffic Amsterdam 2010

Taking place between 23 - 26 March, over 800 exhibitors from more than 40 countries – with virtually the entire top 50 global concerns in attendance – will show a comprehensive overview of the latest industry trends and developments. This year, halls 9, 10 and 11 are dedicated to ITS traffic management products and



services. Intertraffic offers a four-day platform to do business, and representatives of Syntell's Traffic and Road Safety business units will be there to get up to speed with the latest industry trends and developments.

Enquiries can be directed to:
Traffic Systems – Andrew Houlston at andrew@syntell.co.za
Road Safety – Saadiq Mathews at saadiq@syntell.co.za

Cape Argus Pick 'n Pay Cycle Tour



There will be 16 Syntell branded cyclists, comprising staff and customers, participating in the gruelling 110 km Cape Argus Pick 'n Pay Cycle Tour on 14 March.

Enquiries can be directed to:
Julia Williamson at julia@syntell.co.za

Moving on UP

Faces of the future

Lisa Mangcu



I joined Syntell North in September 2009, and currently manage the JMPD contract, as well as being directly involved with business development, client liaison and management.

I previously worked as a Director in the Road Traffic Operations, Policy and Information Management at the National Dept of Transport until 2004; thereafter, I joined the Mpumalanga Department of Transport as General Manager.

In 2007, I left the Traffic Management Sector and became a Business Development Executive at Ordirele IT Holdings until 2009. This has given me substantial knowledge and years of experience within the Traffic Management Sector, which will assist me directly in the role of General Manager.

I'm sure that my integrated approach to road safety, together with Syntell's offerings, will be a great combination.

Sharief Shabodien



I joined Syntell in November last year, as I was attracted by the interesting and exciting projects with limitless prospects for

career growth, as well as more involvement in strategic decision-making than I had in my previous role.

There will also be many wonderful challenges to tackle, including delivering the OPUS traffic contravention system enhancements on time and within budget. My first change to the division will be to document and enforce policies and procedures for the OPUS traffic contravention

system Software Development Life Cycle. Looking ahead, my goals are to successfully implement systems which will add value, reduce costs and generate revenue, particularly as the Opus system is key to the success of the company.

My strong communication skills and the ability to document the outputs of the communication into a meaningful Business Requirements Specification will assist in the challenging times ahead.

Leon Thiar



I joined Syntell on 2 June 2009, and one of the reasons I enjoy working here is that there is never a dull moment in the back office operations; with a staff compliment of 73 and the City of Cape Town

contract, every day proves to be an adventure. The City of Cape Town contract is a big contract, which makes it a challenging affair.

My goal for this department is to develop my staff and multi-skill them across all the different sections; and to manage an efficient and happy team who can be proud of themselves and what they do daily, knowing they're doing a great job.

I have a great deal of support at my disposal at all times. It helps

to know that I can call on help and advice at any time from the wealth of wisdom in the Road Safety division. It's great to work for a company with a great top management team.

An exciting development is that we've made our operations more efficient with the introduction of a barcode on traffic fines, which allows us to trace the fines throughout the system. It will also enable us to gather information, long term.

Giving BACK

Update on the Syntell Foundation activities

Road Safety – Donation of reflective bands to Harrismith, Free State

The Syntell Foundation participated in the Free State festive season Arrive Alive Campaign, held at Harrismith on the 3 December 2009. The day started off with a road block at Phuthaditjhaba Interchange in the morning, during which reflective bands were given to passing motorists traveling with children.



The entourage then moved to the Harrismith Town Hall for the official programme. As part of Syntell's commitment to social responsibility programmes and contributing towards road safety within our communities, the Foundation handed over 1,000 reflective bands to the HOD: Mr. Molala, and to the MEC: Police, Roads & Transport – Mr. Thabo Manyoni.



Collections drive

The Syntell Foundation initiated and coordinated the November/December 2009 donations drive for all the employees. The drive was a success and employees willingly donated clothes, perishable and non perishable food items, and toys. The items were donated in December 2009 to the Kingdom Care Centre for the community of Tembisa, Gauteng.



Employee volunteering in Houtbay, Western Cape



A number of generous Syntell employees gave of their time and enthusiasm by participating in a painting activity in Houtbay on the 4 December 2009.

The activity was part of our contribution towards social responsibility and community development. Many thanks to Mitch Keyser (Imaging); Roger Nkwali and Clint Johnson (Imaging); Sibongile Mthimunye

(Foundation); Hazel Hefke and Tutsi Kasirai (Human Resources); Sayed Mohammed (Cape Mail); Allison Rulse (Finance); and Julia Williamson (Marketing & Road Safety).

Everyone enjoyed the challenge as well as making a difference to the lives of the Partners with After School Care Projects (PASCAP) children and their centre in Houtbay High School.

The activity was to paint a classroom for the disadvantaged pupils who participated in the PASCAP afterschool programme.

Education

The Foundation conducted interviews with students from the University of the Witwatersrand for the Engineering bursary, and two students have been awarded bursaries towards their studies for 2010.

Donation of blankets to victims of a shack fire in Alexandra, Gauteng

The Syntell Foundation made a contribution to the residents of Alexandra Township (corner 8th Avenue & Selbourne Street) who were affected by the shack fires in the early hours of the morning on the 13 January 2010.

Thirty eight shacks burnt down during this incident, and a number of families were displaced and all their possessions were destroyed by the fire. These families are now in the process of re-building their shacks. As part of our social responsibility, the Foundation donated 76 blankets, each family receiving two blankets to assist them during their time of distress.



Fast FACTS

Easter carnage - the figures say it all

Easter is almost upon us and, unfortunately, that means a dramatic increase in road traffic incidents.

Traditionally in South Africa, Easter (together with Christmas) is the most dangerous time of the year to be on the road, due to the sheer volume of traffic, extra long distances, high speeds, and – too often – unroadworthy vehicles, which together cause fatigue, loss of attention, and unsafe driving.

Figures from the Road Traffic Management Corporation's Easter 2009 Road Traffic Report quite clearly indicate that there are still too many accidents on our roads.

High accident areas

The biggest increase of traffic is experienced on the main routes leading out of Gauteng, with the N1 north and south, the N3 towards KwaZulu-Natal, and the N4 towards Mpumalanga having the highest traffic volumes.

Traffic volumes

There was an overall increase in traffic volumes of about 30,3% at the seven counting stations from 2008 to 2009. The biggest increase



was recorded at Groot Brak in the Western Cape, where the increase was in the order of 71,1%. On the N1 north, the increase was 24,8% at the Carousel plaza, and 39,2% at the Kranskop toll plaza.

Fatal crashes and fatalities

The number of fatal crashes over Easter 2009 decreased by 46 (21,0%) from 219 during 2008 to 173 in 2009. The number of fatalities over this time decreased by 90 (31,3%) from 297 during 2008 to 197 in 2009.

Contributory factors to fatal crashes

There are three main factors which contribute to fatal crashes:

Human factors:

- Speed too high for circumstances (48%)
- Pedestrian Jay Walking (36%)
- Overtook when unlawful / unsafe (6%)
- Hit and run (6%)
- U-turn (2.4%)

- Intoxicated driver (1.6%).

Vehicle factors:

- Tyre burst prior to crash (65.5%)
- Faulty steering (25%)
- Faulty brakes (12.5%).

Road factors:

- Sharp bend (33.3%)
- Poor condition of road surface (33.3%)
- Poor visibility (16.7%)
- Road surface slippery/wet (16.7%).

The good news is that, despite an overall increase in traffic volumes of about 30,3% in 2009 from 2008, the number of fatalities over Easter 2009 decreased by 90 (31,3%).

However, one death is one too many, and it's vital that the messages continue to reach South African drivers to maintain their vehicles, reduce their speed, and stay alert to arrive alive.

