

## Breaking News >>

**payCity**  
*connected cities*

Syntell paves the way For increased  
Government efficiency

The idea for Paycity.co.za originated as a dedicated site for connected citizens. Syntell chose the tagline 'connected citizens' because citizen implies a social contract, the City provides the service and the Citizen pays for the service. The one can't happen without the other. In our experience in dealing with the public many want to do the right thing and pay their fines and their bills. The payCity portal makes it easier for them to do so. By the same token Connected Cities implies a City that wants to connect with its ratepayers, wants to be at the forefront of technology that will assist with service delivery.

To highlight this concept Syntell hosted the PayCity Connect 2011 conference where representatives from more than 20 local, regional and national governments in Africa and Asia met to learn about Syntell's newly consolidated "PayCity" brand.

Incorporating some of the most technologically advanced hard- and software design coming out of Africa, the new brand brings the different elements of the company's revenue collection offering together under a single umbrella.

Included in the consolidated brand are multiple modules that can be used as standalone products or together to form an end-to-end solution. Designed around the work processes of small and large government authorities, the starting point is a sophisticated web-based architecture that allows different government agencies and disparate points of sale to speak the same ultimate language of smart, safe commerce.

To serve consumers, a host of payment channels are supported including manned and unmanned terminals in government offices; grocery, retail and convenience stores; banks and ATMs; third party aggregators and Super Agents; the web; and mobile technology.

With payments being made at so many different points of sale and through different technology platforms, the PayCity Transaction Switch facilitates reconciliation by consolidating activity, in real time, into a central backend system. Once consolidated, data is available in the form of daily sales reports, credit snapshot reports, variance analysis per product or service offering, real time tracking, visibility of 'pipeline' money for settlement and more.

When it comes to prepaid electricity vending, the PayCity solution offers the most comprehensive management, maintenance and reporting tools on the market today. Functionality spans the remote management of merchants dispensing electricity tokens, workflow management of field engineers per geographical region, automated reporting and data mining of relational databases, and detailed GIS mapping of vendors and meters.

The final module incorporated into the new PayCity umbrella brand is Syntell's advanced analytic add-ons, the S3 Reporter and the Revenue Protection Suite, which increase the business intelligence available for key decision making around the management of prepaid electricity vending.

These add-ons provide enhanced automated reports detailing real-time trends in a number of areas including points of sale and usage summaries, which vendors are most popular in given areas, and what areas are consuming the most energy and in what quantities. Beyond this, the Revenue Protection Suite allows governments to identify areas where energy resources are being deliberately tampered with and/or diverted so that lost and unaccounted for revenue can be investigated and recovered in a timely manner.

The PayCity brand is already familiar to more than one million internet users in South Africa, who log on regularly to the paycity.co.za portal to purchase prepaid electricity, pay traffic fines, renew vehicle licence disks and pay municipal bills.

The true power of integrated PayCity brand is its ability to free local authorities from the time-consuming and expensive process of chasing debt so that more time and money can be dedicated to service delivery.

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"Drive out" penalties and never miss a discount period on fines again

Moving on Up - Julian Nxumalo - Revenue Sales Manager

Trading Up

Together we can save millions of lives

# Subscription Services >>



'Drive out' penalties and never miss a discount period on fines again!

PayCity recently rolled out their Subscription Service. Paycity's new notification system offers a choice of convenient packages that will save users time and money. One of the convenient new features automatically checks fines against user's ID numbers and a notification of the offence is sent. Users will also be reminded timeously to pay an AARTO infringement before the discount period expires so you'll never pay more than you have to!

The notification system also sends out reminders to users when their vehicle or driver's licences are about to expire, hence reducing liability for penalties on expired registration.

All it takes is signing up for a simple, secure subscription service, choose preferred package and look forward to convenient reminders that will save you time and money.

If you already have a "payCity" account, you can stay on the free package but you won't receive reminders so please log on and upgrade your payCity service, if you would like to activate this feature.

Once you have subscribed to a package the R5 convenience fee is no longer charged! For more information, please visit: [www.paycity.co.za](http://www.paycity.co.za)

**payCity**  
connected citizens

# Trading Up >>

We are pleased to finally have the City of Cape Town's approval and sale of our first TrafiCam system, which already is successfully implemented as an alternative solution to the vehicle actuated loop system in cities like Tshwane, Johannesburg, East London and Nelspruit. We have proven that the alternative product is an excellent solution where roads are too poor or where the roads have special paving to have the conventional loops cut. The traffic team continually strive to introduce & implement alternative solutions to the City's benefit.

We have successfully been awarded the Traffic Signals tender for the City of Cape Town for a period of 2 years where we continue to service and foster an equally beneficial relationship with our client.

More successful tender awards have been with the Johannesburg Roads Agency, Stellenbosch Municipality, Msunduzi Municipality for the supply of traffic equipment. Slowly yet surely many of our clients are finding the Swarco range of LED's to be of a higher quality compared to others and are opting for long term economical solutions.

We look forward to receiving especially traffic controller and LED orders as well as further TrafiCam sales and offer ITS solutions.



CITY OF CAPE TOWN | ISIDIKO SASEMAPA | STAD KAAPSTAD

THIS CITY WORKS FOR YOU



# Giving Back >>



20 November - World Day of Remembrance for Road Traffic Victims

Each day, nearly 3,500 people die on the roads. Tens of thousands more are injured. Families are broken apart. The futures of young people are dashed. Road accidents have become the leading cause of death for people aged between 8 and 30. This is an unacceptable price to pay for mobility.

In remembrance of those who lost their lives on our roads the Road Safety and Traffic business units purchased 100 crosses and planted them on the centre island of Kommetjie Road in the Western Cape.

In partnership with the CoCT's Traffic Education department Road safety awareness pamphlets and candles were also distributed to the general public in the foyer of the Cape Town Civic Centre.



Light and Healing Centre

The Finance team invited blind members of the Light & Healing Centre who specializes in body massagers. Each staff member was treated to a hand massage and much needed towels were donated as well as a washing ball to take care of their towels.



St Georges Home for Girls

St Georges Home for Girls is registered to accommodate 40 girls and provides for children who are abused, abandoned, neglected and orphaned. Children from failed foster placements and those with behavioural problems are also cared for.

By providing specialised care and education and teaching life skills to the girls within a secure environment, caregivers empower them with the necessary skills and knowledge to become confident individuals. Equipped with these vital tools the girls are eventually able to leave the home and make a positive contribution to society.

The Finance team bought 'girlie things' and made up Christmas hampers which they handed out to all the girls, the delight displayed on their faces was an absolute joy to see.



Reflective School Bag Project

The School Bag Project is a huge success, 90 bags were issued to Grade 1 learners of Liwa Primary School of Nyanga, 86 to Grade R learners of Linge Educare Centre of Gugulethu and 90 to Grade 1 learners of Andile Primary of Khayelitsha.



Bicycle Handover

On Friday 2 March a total of 23 bicycles were handed over to the staff of the City of Cape Town's Traffic Education department at the JTTC in Ottery. What an awesome day it was to see the delight on the faces of the 120 Grade R learners of Intshayelelo of Khayelitsha. Sadly though it was obvious that many of them have not had the opportunity to ride a bicycle, which made me think how much our children take things for granted.

The helmets were donated by BEN (Bicycle Empowerment Network) and they also assisted the Traffic Officers, to teach most of the learners 'how to ride a bicycle'.



Musenga Vhazimu Primary School

Musenga Vhazimu Primary is situated in one of the very poor areas of Joburg, Diepsloot. Some families are child-headed as the parents either died of the Aids or other illness, the school has about 250 orphans throughout the grades from 1 to 7. Our relationship goes back to 2008; and back then the Syntell donated reflective bands to the learners. From one of the meetings with the Principal; a request for a mini traffic training track was discussed with the school which resulted in the refurbishment of the JTTC in Randburg.

Diepsloot has a serious challenge regarding pedestrian accidents most of which involve school children. Syntell; as a contribution to reducing the number of accidents in the area contributed 132 reflective school bags to learners in grade 1 to 7. The RTMC as the custodian of scholar patrol has shown interest in the establishment of a road safety partnership with Syntell and JMPD aimed at addressing some problematic areas in the vicinity of the school.



During the handover of reflective school bags to the orphans, we realized that most of them did not have school shoes, with the winter months upon us we decide, once more to provide school shoes.



# Moving up >>

As our customers are the most important part of our business, it stands to reason that staff who interfaces with our clients plays a vital role...



**Julian Nxumalo**

**Revenue Sales Manager (Gauteng) - on the front line, active in presenting the professional, helpful and friendly face of Syntell.**

Julian's key objective is to build sound relationships within the Major Metro Municipalities, retail and private sectors and is consistently driven to identify areas where Syntell can assist its customers in improving efficiency and increasing their profitability.

Says Julian, "Since day one of starting here, I enjoyed phenomenal support from our dynamic, highly professional team in all spheres. By having the support of similar minded individuals of "Getting the job done", I am confident that 2012 will be a great year for everyone in Syntell."

Julian Nxumalo joined Syntell in November 2011 where we have the benefits of his expertise and experience in Key Account Management and Business Development.

His roles and responsibilities include:

- Growing and retention of revenue collection agreements within in our current existing customer base.
- Expanding our Prepaid Electricity and payCity product portfolio into new and traditional markets.
- Identifying new business opportunities by successfully uncovering and fulfilling customer requirements.

# Fast Facts >>



The Decade of Action for Road Safety is a global declaration of war against road crashes and fatalities.

The economic consequences of motor vehicle crashes have been estimated between 1% and 3% of the respective GNP of the world countries, reaching a total over \$500 billion. Reducing road casualties and fatalities will reduce suffering; unlock growth and free resources for more productive use.

The death of no less than 40 people every day on South Africa's roads can only be described as pandemic.

One of the key objectives during this decade is to halve road fatalities by 2020.

The department of transport together with the Road Traffic Management Corporation (RTMC) are instituting tough measures aimed at reducing traffic accidents. This includes:

- The Make Road Safe Campaign
- Rest Stops which will be staged on selected notorious routes during festive season
- A call to motorists to sign the Make Roads Safe petition at those Rest Stops

Syntell has committed to playing an active role in this campaign and have been declared a "Friend of the Decade of Action."

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.

One death is too many and the message to South African drivers is to pledge their commitment to the Decade of Action for Road Safety initiative. South African drivers are urged to adhere to the rules of the road, reduce their speed, and stop every 200km for a rest on a long drive.

([http://www.who.int/roadsafety/decade\\_of\\_action/](http://www.who.int/roadsafety/decade_of_action/))



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