



5G

COMPANY PROFILE

# CONT

**01** about

**02** how

**03** what

# EVENTS

**04**

services

**05**

green

**06**

solution



Divine Comms is a process driven organisation with well-defined Development Approaches and Software delivery methodologies.

# ABOUT US

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Divine Comms was established in 2020, by CEO & Founder Mr Lucky Mokwena, with an aim of creating a 100% Black-Owned and Managed Telecoms, Digital Content and Managed Services business aimed at delivering turn-key world-class products and services to underserved areas and communities while aptly ensuring effective digital inclusivity and the democratisation of digital access throughout the SADC region.

Divine Comms Aims to enhance the ICT experience of all its clients and partners within all sectors of industry, while constantly driving towards their improved proficiency, efficiency, effectiveness and profitability through the use of world-class ICT solutions.

Divine Comms is fast becoming a leading ICT company within South Africa with a proven and solid track record of On Budget, On Time Delivery of complex large scale projects and applications. Divine Comms initially started off as a company offering Digital Security and Mobile Communications services, and thereafter ventured into developing IT solutions on a multiple platforms

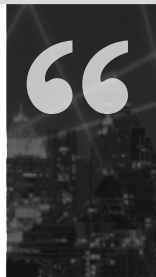
Divine Comms is a process driven organisation with well-defined Development Approaches and Software delivery methodologies. It has well organized Functional Teams with distinct Process Areas of Business Analysis, Software Development, Design, Testing, Software Support, Quality Assurance and Project Management.

The company has extensive experience and domain expertise in both the private and public sectors specialising in design, building, configuration, integration of business solutions as well as highly effective distribution of telecoms products into unique and niche markets. Divine Comms builds complex business systems that are mobile and web-enabled, multi-tiered, enterprisebased that can integrate into current IT systems.

Our range of services and solutions include prepaid and postpaid product development and distribution, device financing, application design and development, enterprise application integration, IT systems architecture, support services, database services, web content management, business intelligence and data warehousing with expertise in integrating these services spatially due to our extensive GIS experience and expertise.

VALUES  
MISSION  
PEOPLE

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A black and white photograph of a city skyline at night, featuring numerous illuminated skyscrapers. Overlaid on the image is a complex network of white dots connected by thin lines, forming a dome-like structure that covers the upper half of the frame. The word "HOW?" is written in a bold, white, sans-serif font in the upper right quadrant.

**HOW?**



# CORE VALUES

## OUR VALUES

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Our aim, as an innovative telecommunications company, is to ensure that we do it correctly the first time. We believe that, as trained professionals in our industry offering complete telecommunications solutions, there is no margin for error. We therefore ensure that every individual is absolutely focused on achieving 100% customer satisfaction.

## OUR MISSION

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- To provide pioneering integrated solutions that increase productivity and Return On Investment
- To accelerate the provision for our telecommunication product offerings
- We aim to provide opportunities for optimum development of employees
- To conduct our businesses with honesty and integrity
- To provide simple solutions on a consistent basis
- To form extensive strategic alliances with ICT companies globally for the enablement of world-class ICT solutions to an international clientele



# OUR PEOPLE

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When Recruiting, DIVINE COMMS insists on excellence, while aligning to the country's indigenous policies around youth empowerment, female prioritisation and giving preference to previously disadvantaged individuals. Divine Comms' workforce encompasses the full range of skills from a competent sales teams, through to sector-specific project management, systems integration specialists, software development specialists, Enterprise Architects, Business & Systems Analysts and technical services experts, including engineers and support staff. To further enhance the considerable skills base, our in-house telecoms auditors, are able to provide ICT audits, consultancy and design services to clients regarding areas they can save and ensure that the entire system is efficient and cost effective. It is our people who go the extra mile to ensure total added-value and customer satisfaction.





**WHAT?**

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# WHAT WE DO AT DIVINE COMMS

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Divine Comms Telecoms (Pty) Ltd is a leading distributor and reseller of Main Network Operator Products and Services, an integrator of telecommunications, broadcasting and value added products to government, corporate entities and general public at large. With a proven track record of success, rapid deployment and references countrywide, Divine Comms offers customers a best practices approach to product distribution, device financing, application development and technology implementation that includes proven processes and methodologies.

Divine Comms Telecoms (Pty) Ltd is a leading distributor and reseller of Main Network Operator Products and Services, an integrator of telecommunications.

Divine Comms offers superior systems integration and maintenance for various ICT products and services. We have over 25 years of combined experience in providing customers with best-of-breed technology solutions. With presence across South Africa, Divine Comms provides a breadth of ICT products and services for companies and government organisations of all sizes in South Africa and Sub Saharan Africa. We provide a personal and consultative approach for your organisation's specific ICT needs and customising your ICT solutions to best meet your unique infrastructure requirements thereby helping lower your Total Cost of Ownership (TOA).

Divine Comms is dedicated to maintaining a highly trained team of qualified consultants and system engineers in addition to manufacturer authorized engineers and technicians. We take continual strides of keeping our staff up-to-date with current technology, best practices, and industry standards in a field that is constantly changing so that we can provide our clients with the best quality and value in the ICT industry.

# PRODUCTS AND SERVICES





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Divine Comms  
Telecoms offers  
a wide range of  
telecommunication  
services



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## **MOBILE TELEPHONY PRODUCTS & SERVICES**

- Pre-Paid Voice & Data
- Post-Paid Voice & Data
- Mobile Value-Added Services
- Mobile Content Development (M-Content)
- Mobile Wallet Services
- Mobile Rewards Programmes
- Mobile Services Infrastructure Planning, Design & Development
- WASP Services
- Airtime Advance
- Device Finance

## **FINANCIAL SERVICES**

- Funeral Cover
- Legal Cover
- Short-Term Insurance
- Micro Lending
- Banking





## **NETWORK MANAGEMENT SYSTEMS**

- E-Education Systems
- E-Learning Solutions
- Customised Applications



## **M-COMMERCE**

- Divine Comm Media Room
- Music
- Video-On-Demand
- Lifestyle Content
- DivineComm Pay App
- DivineComm ChatApp
- DivineBanking



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## CONSULTING

- Managed Services
- Network Designs
- ICT Assessments & Audits

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A consultant is  
someone who  
takes away your  
watch to tell you  
what time it is

## PROJECT MANAGEMENT

Key project management skills are located in our project team. Our expertise lies in turning customer objectives into a reality. Utilizing our successful work processes, the project team will monitor the objective, budget, planning, quality, implementation and delivery. This optimises our work processes and enables us to keep the ROI high.

Our communications system plans and designs are developed in conjunction with customers to meet their specific requirements. Divine Comms specialists conduct customer analysis from which preliminary and detailed plans and solutions are developed. Key project management skills are focused on the project teams, to ensure that customer requirements are delivered on time and within budget.



## MANAGED SERVICES

Divine Comms allows our customers to focus on their core business goals while leaving the monitoring and management of their technology infrastructure in safe hands. Our main focus is to keep our customers ICT systems operational, available, and secure, and also save customers time and money through better use of appropriate technologies. We have designed our services to optimise your technology investment and maximize the productivity of your people.

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Managed services are the highest margin data service centers.

## SPATIAL DATA SERVICES

Data World Consultants with GIS expertise support clients in the government sector with GIS Consulting Services, Data Capture and Conversion Services as well as Land Audits and Municipal Property Register maintenance services.

## OUR RESEARCH DEPARTMENT

- Researching and developing new technology that enables ICT access, inclusion and use.
- Researching, developing and transferring innovative ICT products, processes and services into the market.
- Researching, developing, building and operating world-class cyberinfrastructure.
- Contributing skills and outcomes that are changing the profile of our ICT landscape.

## **INFRASTRUCTURE SERVICES**

Infrastructure services specialises in the design, development, implementation and management of ICT infrastructure to support business and operational business requirements in various sectors. These services range from small and medium business ICT infrastructure requirements to corporate and government infrastructure requirements.



## **MOBILE TELEPHONY SERVICES**

While being a National Product Distributor of Mobile Services Products on behalf of and in partnership with the country's largest Mobile Network Operators, Divine Comms also assists clients to achieve specific mobile and financial objectives through the creation of non-recourse, projects and GSM solutions built to support their business requirements and deliverables.

We deliver vast and comprehensive Mobile solutions at various levels within the market for the vast scope of clients mobile services cater for in a manner that simplifies these technologies to the users, whilst ensuring an improved

perception of technology by the intended user. Solutions are designed and customized according to the specific market sector they are intended for.

Partnerships with the Major MNOs and MNO technology suppliers and manufacturers, as well as a massive product distribution network, Divine Comms is positioned to harness these very entities to enable it to design customer-driven mobile services and solutions across the mobile industry.



## CONSULTING SERVICES

Divine Comms Consulting assists businesses achieve high performance through its intense focus on detailed research, resource experience and innovation. This area of the organization assists clients in creating turn key ICT systems and solutions and assists management in creating a high level picture of the clients business processes and operations and depicting the

### **Some of the consulting specialty areas are:**

- Change Management
- Customer Relations Management
- Enterprise Performance Management
- Financial Performance Management
- Innovation & Process Management
- Risk Management
- Service Management
- ICT Strategy Development
- Supply Chain Management
- Enterprise Architecture
- Business Process Development

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At Divine Comms Telecoms  
we specialize in people

## **Infrastructure services develops infrastructure for the following clients & sectors:**

- Mobile Network Operators
- Broadband Service Providers
- Digital Content Developers
- Businesses (i.e. Corporates & SMEs)
- Government Departments
- Schools
- Healthcare
- Mobile Operators
- Property Developers
- Supply Chain Management
- Enterprise Architecture
- Business Process Development



## **ACCESSIBILITY**

When it comes to acquiring a vital business asset, it's important to work with people who are approachable and understand the business needs, but they also need to be available when and where you need them. Client's are never far from a personal contact – there's direct link to the whole of our network and resources; someone on the ground whose local knowledge adds a depth of understanding to the client's needs.

## **SOFTWARE DEVELOPMENT**

Divine Comms consists of highly qualified development resources within the Microsoft, iOS, Android, .NET, Java, Oracle, SAP & Flash, and offers a range of bespoke development services using an evolved Software Delivery process which guides the various functional teams to deliver Enterprise Class solutions tailor made to suit Customer requirements.



Utilising the Microsoft .Net platform as well as the Microsoft Server range of products including SQL Server, Sharepoint, CRM, etc, we have designed software and services to manage every phase of the information technology lifecycle: from integrating new technologies that automate business processes, to using business intelligence to improve those processes. Also, our business partnership with ESRI enables us to deliver GIS solutions which seamlessly integrate with other Business/Enterprise systems.

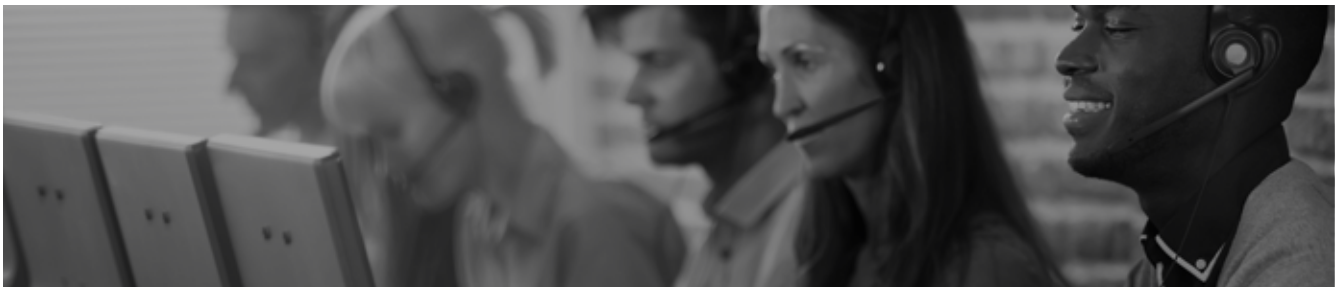
We have a wealth of experience delivering enterprise level solutions for both public and private sector organisations. We pride ourselves on building the trust of our customers through repeated successful deliveries of complex projects. Offering services at all stages of the project lifecycle from analysis and requirements gathering, through project initiation, design, development, support, testing, deployment, user training and ongoing reviews we can help your organisation to get the very best from your IT investment now and in the future. We pride ourselves on our certified experience, on-time, in-budget delivery and skills transfer.

## **CALL CENTRE SOLUTIONS**

Call Centres have become a world-wide tool used by all types and sizes of businesses and state departments to communicate and become a point of contact and information access between organizations and their "clients." This means of communication has become highly successful internationally and has been utilised as a service measurement and delivery tool by many organizations. Divine Comms designs, implements, manages and operates call centres for and on behalf of its clients.

### **The benefits of implementing call centres are:**

- Improving Customer Relations
- Increasing Service Efficiency
- Increasing Sales & Revenues
- Improving Service Delivery
- Generation of Service Statistical Information
- Improved Communication Management
- Improved Resource and Skills Allocation
- Enhancing Customer Service Experiences



# GREEN SOLUTIONS

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Sustainable Energy is essentially renewable energy implemented by applying best practices and principles of sustainability.

Sustainability is defined as an attempt to provide the best social, environmental and economic outcomes for the human and natural environments both currently and into the indefinite future.

Sustainable energy is not restricted to renewable energy, but rather, is an attempt to employ methods and technologies that would reduce the current carbon footprint while ensuring energy security and socio-economic development.

Renewable energy is defined as energy that can be naturally replenished. Examples are sunlight, wind, kinetic energy from water (hydro-power), geothermal energy and biofuels.

Strictly speaking, no technology can be 100% renewable at present. There would always be some non-renewable component in the initial manufacture or ultimate disposal of components.

## GREEN TECHNOLOGY INFRASTRUCTURE

The need for a sustainable energy covering both supply and use, as well as economic development (through renewable energy technology development), has never been more acute than now. The indisputable threats citizens face in relation to climate change, energy security and affordability clearly indicate that the economic prosperity, social equity and environmental quality of the province and the country at large depends on the advance of sustainable energy.

The DEDEAT has developed a draft Provincial Sustainable Energy Strategy, which aims to facilitate the support and development of local energy supply capacity for the Province, resulting in local economic development and job creation, and in addition lowering the Nations contribution to Greenhouse gas emissions.

## **GREEN TECHNOLOGY MANAGEMENT**

The proposed Strategy is expected to stimulate industrial development by strengthening local production of renewable and other energy-related components. Energy efficiency proposals should not only play a part in Greenhouse emissions reduction, but also ensure the Province's industries as more competitive and reduce the relative cost of energy. The Strategy also addressed methods of alleviating energy poverty in the Province.





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