

# WELCOME TO OUR WORLD

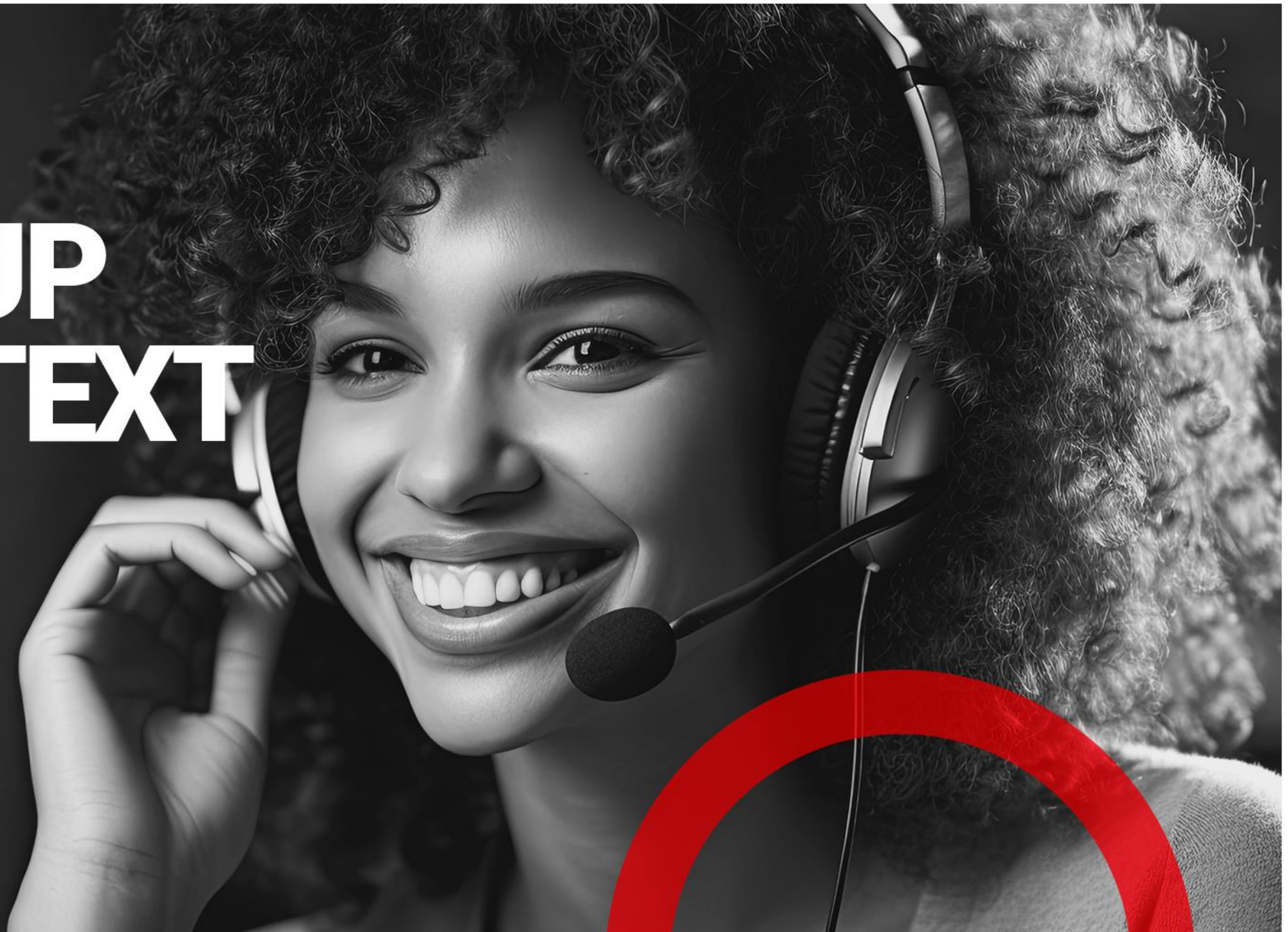
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Group profile

2025

DIGiCALL

**OUR**  
**GROUP**  
**CONTEXT**



# Group offering

Digicall Group has been delivering world-class outsourced and incident management services to our valued clients across diverse industries, globally, since 2003.

Digicall South Africa is proud to have achieved a Level 1 Broad-Based Black Economic Empowerment (B-BBEE) rating. This positively impacts our clients' B-BBEE scorecards and demonstrates our commitment to advancing economic transformation and inclusive growth.

Our offering embraces two similar and interconnected disciplines, and everything we do is enabled, integrated, and improved by our best-in-class technologies, our specialised and automated business systems, and our outstanding people.

## BUSINESS PROCESS MANAGEMENT (BPM)

Customisable, end-to-end solutions to clients' more complex challenges in multiple sectors and industries

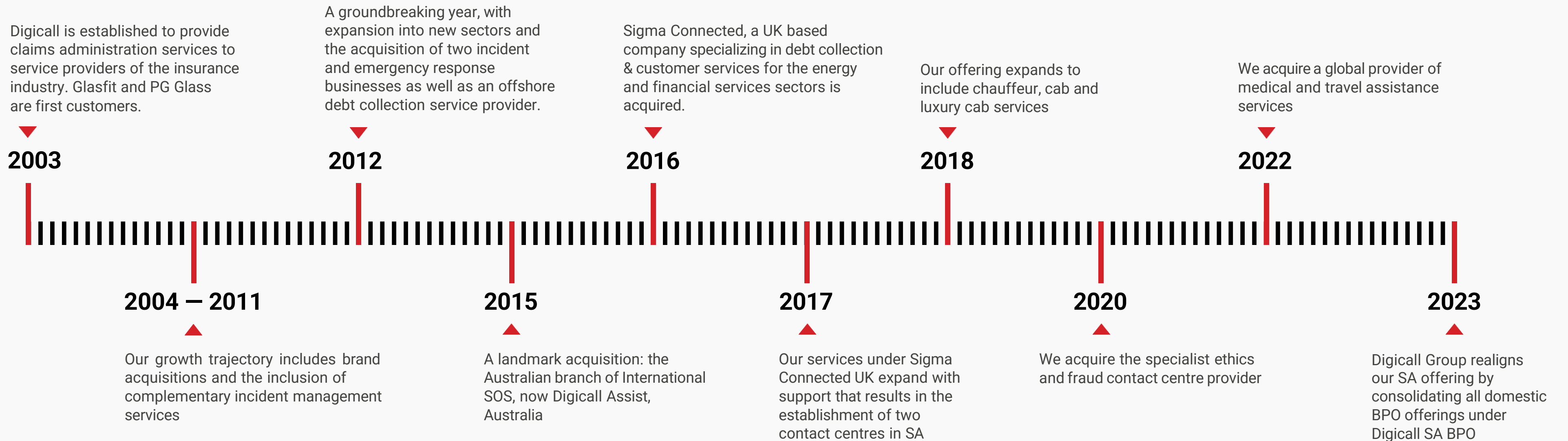
## BUSINESS PROCESS OUTSOURCING (BPO)

Specialised solutions for non-core, high-frequency front- and back-office events, as a seamless extension of client brands

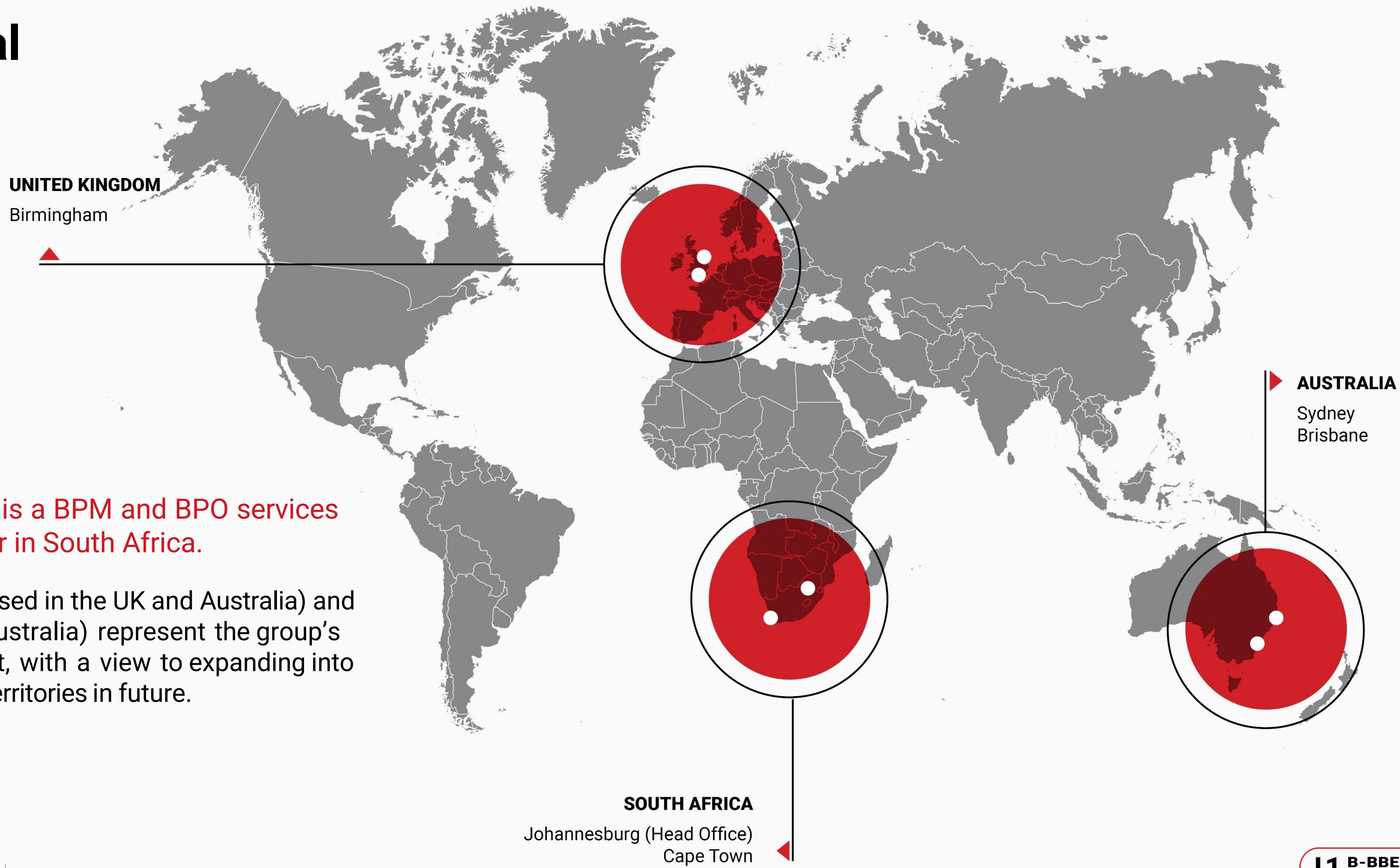


# Group history

Our history is characterised by sustained and acquisition-led growth.



# Group global footprint



Today, Digicall SA is a BPM and BPO services provider in South Africa.

Sigma Connected (based in the UK and Australia) and Digicall Assist (in Australia) represent the group's international footprint, with a view to expanding into more territories in future.



Financial Services - Insurance
Financial Services - Banking
Financial Services - Other
Assistance Services/Value Added Services
Automotive (OEM)
Regulatory
FMCG/Retail
Telecommunications
Other
Financial Services - Banking
Financial Services - Insurance
Utility - Energy
Utility - Water
Regulatory
FMCG/Retail
Other
Financial Services - Insurance
Assistance Services or Partners
Automotive (OEM)
Fleet and Retail



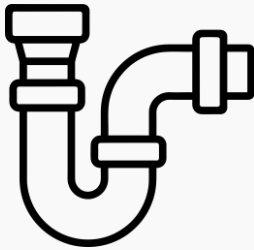


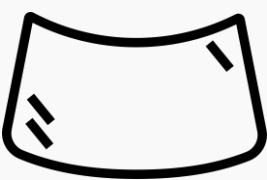



# Group Client footprint

L1 B-BBEE DIGICALL SA

# Fast facts

Average volumes per annum

## BPM

	<b>150 000</b> Number of plumbing claims		<b>98 000</b> Number of property assessing and repairs		<b>11 200 000</b> Number of customer interactions assisting in emergencies
	<b>250 000</b> Motor and building glass claims		<b>600 000</b> Assist services road and home (SA only)		<b>35 000</b> Corporate claims

## BPO

	<b>2 900 000</b> Customer service interactions		<b>334 000</b> Outbound consumer conversations		<b>148 000</b> Payslips processed		<b>R6.3bn</b> Goods order value processed
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\* Figures are subject to change



**OUR**  
**PURPOSE**  
**VISION**  
**MISSION**  
**AND VALUES**

# A compelling ambition

Our big calling is to generate prosperity for all the people in our world.

For us, prosperity is more than financial wellbeing. For our clients and their customers, our investors, our employees, our communities, and our suppliers, it's about health, sustainability, happiness, and the opportunity to thrive and grow.

We've set our sights on becoming global leaders in business process outsourcing, management and partnership as we transform our clients' businesses with unique and innovative solutions that create distinctive efficiencies and experiences.

As a seamless extension of our clients' brands, we know that our success relies on our relevance and competitiveness in an ever-changing world.

# A clear value offering

## LEADING-EDGE SOLUTIONS

### As a growth enabler behind many best-loved brands:

- We create innovative, end-to-end system solutions to complex problems that fall outside our clients' scope of focus, with a strong emphasis on collaboration and support, as well as on anticipating future needs.
- We assess, streamline and optimise processes for system customisation and reporting, according to our clients' unique requirements.
- We make it possible for our clients to get on with their core business while we connect their customers to a network of expert, trusted service providers through trained employees who care.

## DISTINCTIVE EFFICIENCIES AND EXPERIENCES

We take pride in enabling and delivering efficiencies and experiences that are cost- and time-effective as well as memorable in quality.

### *Customer experience is our top priority across all our service offerings:*

- Everyone at Digicall understands their personal influence on the quality of the customer experiences that we deliver on behalf of our clients, and which sets us all apart.
- Whether in financial services, telecoms, retail, travel and tourism, automotive or other sectors, our clients themselves can also rely on a consistent, connected, smart and efficient service experience.

Our integration solution enables a single point of data exchange between our clients' systems and our own, and our data warehouse provides a consolidated view to all parties.

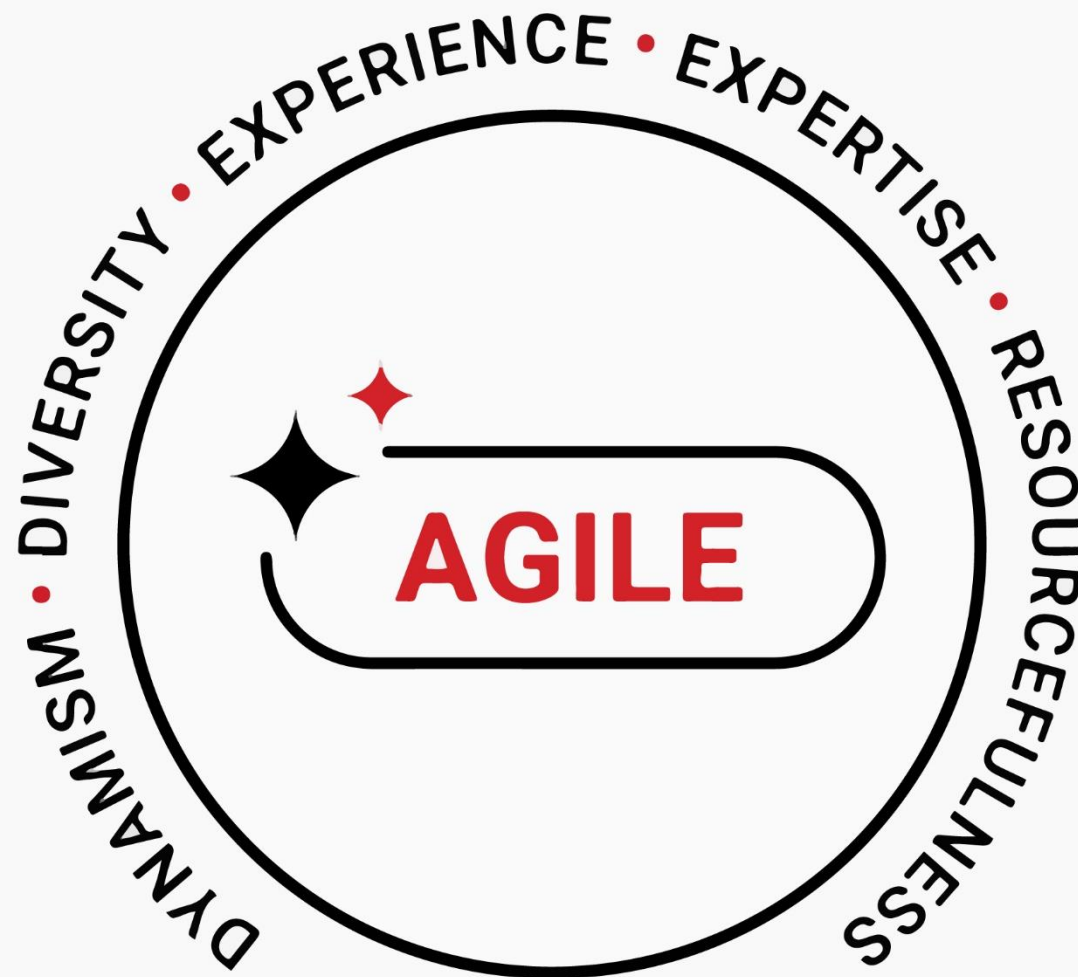
In terms of cost containment, we consider comparative cost assessments and benchmarking, predetermined national rates, preferential rates with suppliers on certain brands and products, risk-sharing commercial models and effective warranty management.

## WORLD-CLASS CAPABILITIES AND CONTINUOUS IMPROVEMENT

We are world-class, with systems, processes, skills and talents that aren't confined to specific geographies. Our innovation team guides us in constantly pushing boundaries and redefining what excellence means by exploring new and better ways of doing things in both BPO and BPM spaces.

We adhere to global best practices and only partner with best-in-class, stringently vetted and industry-accredited service providers, whose performance we regularly assess to SLA requirements and who receive ongoing product, system, and service training to ensure complete peace of mind for everyone we serve.

# Our values



## A THRIVING CULTURE

We hold ourselves and each other accountable for living our values, which guide our attitudes and actions and challenge us to be better every day.

# A firm commitment to ESG

By incorporating sustainability into strategic decision making in our daily operations, we are confident that we can achieve our goals. Our ESG strategy has three pillars, each with a defined set of goals.

**Better planet. Better workplace and society. Better business environment.**

## Our focus:

 <p><b>Better planet</b></p>	 <p><b>Better workplace and society</b></p>	 <p><b>Better business environment</b></p>
<ul style="list-style-type: none"> <li>Climate change</li> <li>Energy and greenhouse gas reduction</li> <li>Waste management</li> <li>Water management</li> </ul>	<ul style="list-style-type: none"> <li>Ownership</li> <li>Employment equity</li> <li>Development of our people</li> <li>Health and safety</li> <li>Work environment</li> <li>Employee benefits</li> <li>Socio-economic development (SED)</li> </ul>	<ul style="list-style-type: none"> <li>Board structure</li> <li>Corporate behaviour</li> <li>Whistleblower portal</li> <li>Our values</li> <li>Risk management</li> <li>Data security</li> <li>Exceptional customer experience</li> <li>Responsible supply chain management</li> </ul>

We continue our journey to offer clients a wide range of products and support while advancing economic transformation and inclusive growth.

Through our various solutions, we are able to consolidate our Broad-Based Black Economic Empowerment (B-BBEE) efforts to make a greater, more focused impact on the South African socio-economic landscape.

In everything Digicall does, we act in accordance with a system that is fair, equitable, transparent, competitive and cost effective, to advance economic transformation and enhance economic participation of previously disadvantaged individuals and businesses in the South African economy.

**Digicall South Africa (Pty) Ltd achieved a B-BBEE rating of Level 1 during the 2024 verification process, with a 24% directly black-owned shareholding.**

Our goal is to source and evaluate additional empowerment partners with the objective to further increase this shareholding in Digicall South Africa.



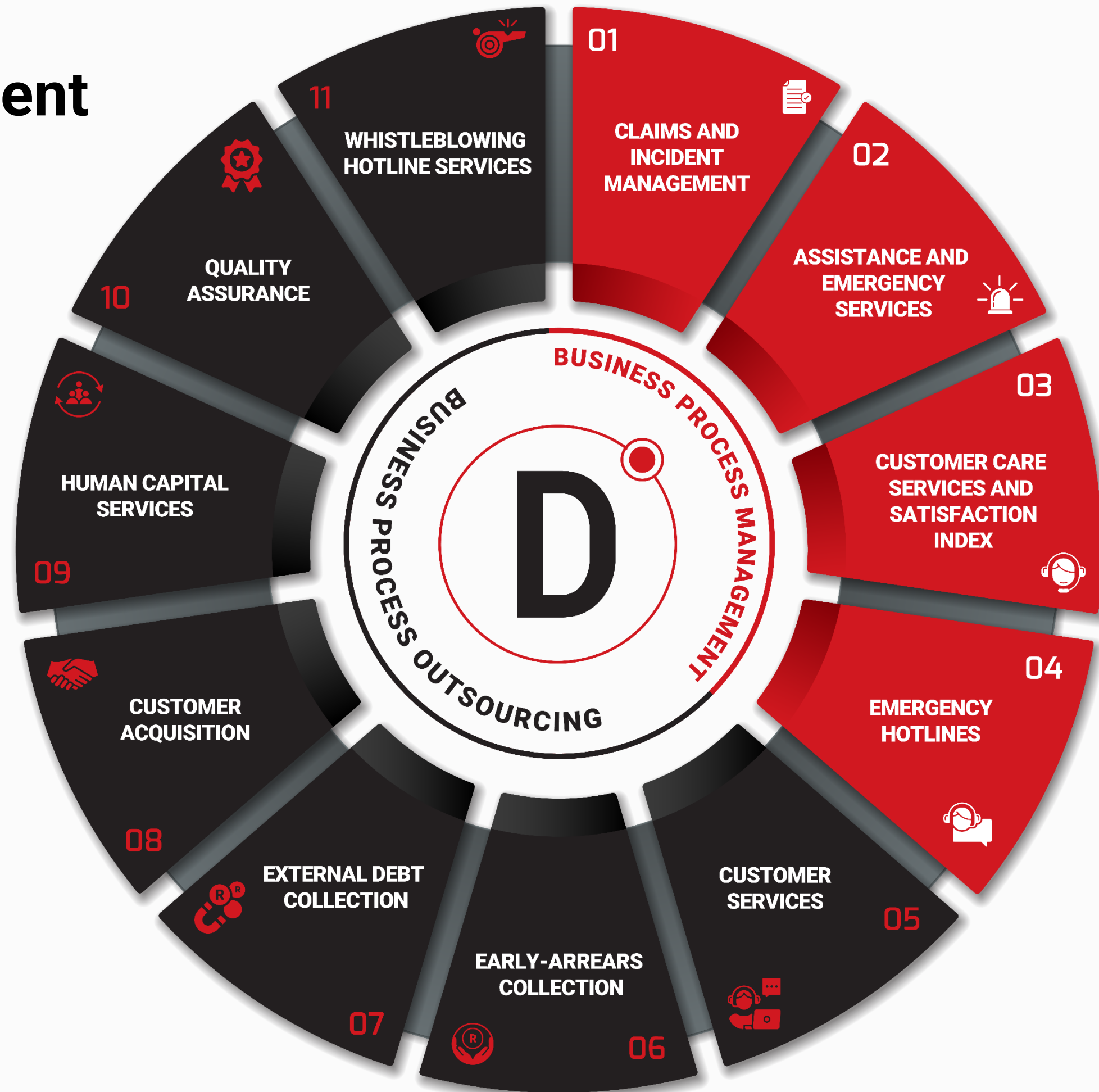
**OUR**  
**WORLD-  
CLASS  
SERVICES**

# An exceptional range of solutions and offerings

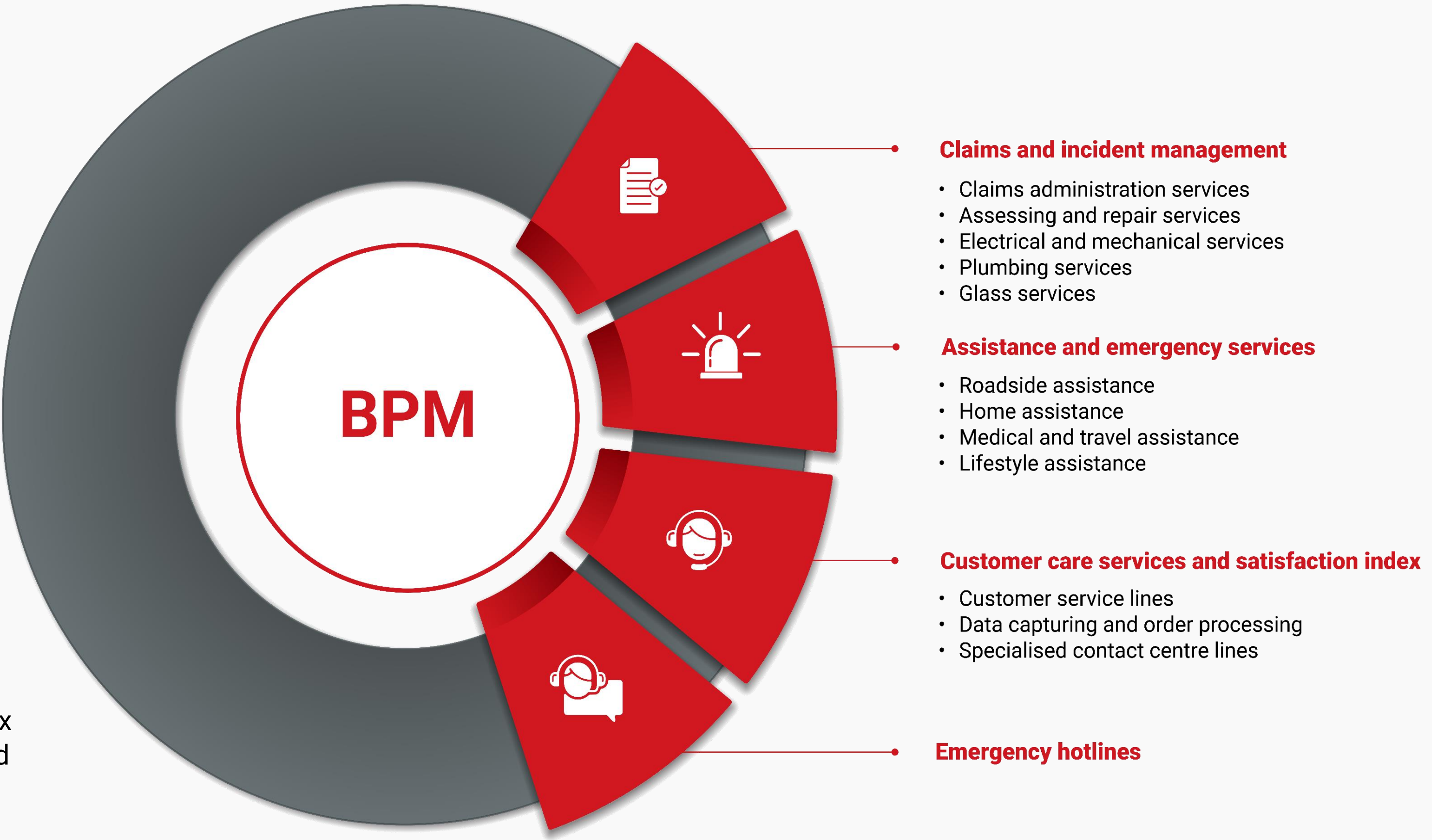
In the BPM space, we're not just the contact centre who takes the emergency call. With multiple data-driven entry points into the situation, we're often the people managing the entire process and the **various parties involved**. Our systems integrate everything into one seamless process for the customer and each of our diverse services connects to others to make sure that the person who needs help gets it. We can also analyse that data at the end of the process to improve the process and the customer experience in future.

In the BPO space, we're not just another business process outsourcing provider. We're a **people company, built on the power of human connections**. Whether that's with our employees, our clients, our clients' customers or our wider communities, to us every connection is important. Because better connections mean better outcomes for all.

# Core business process management and outsourcing services



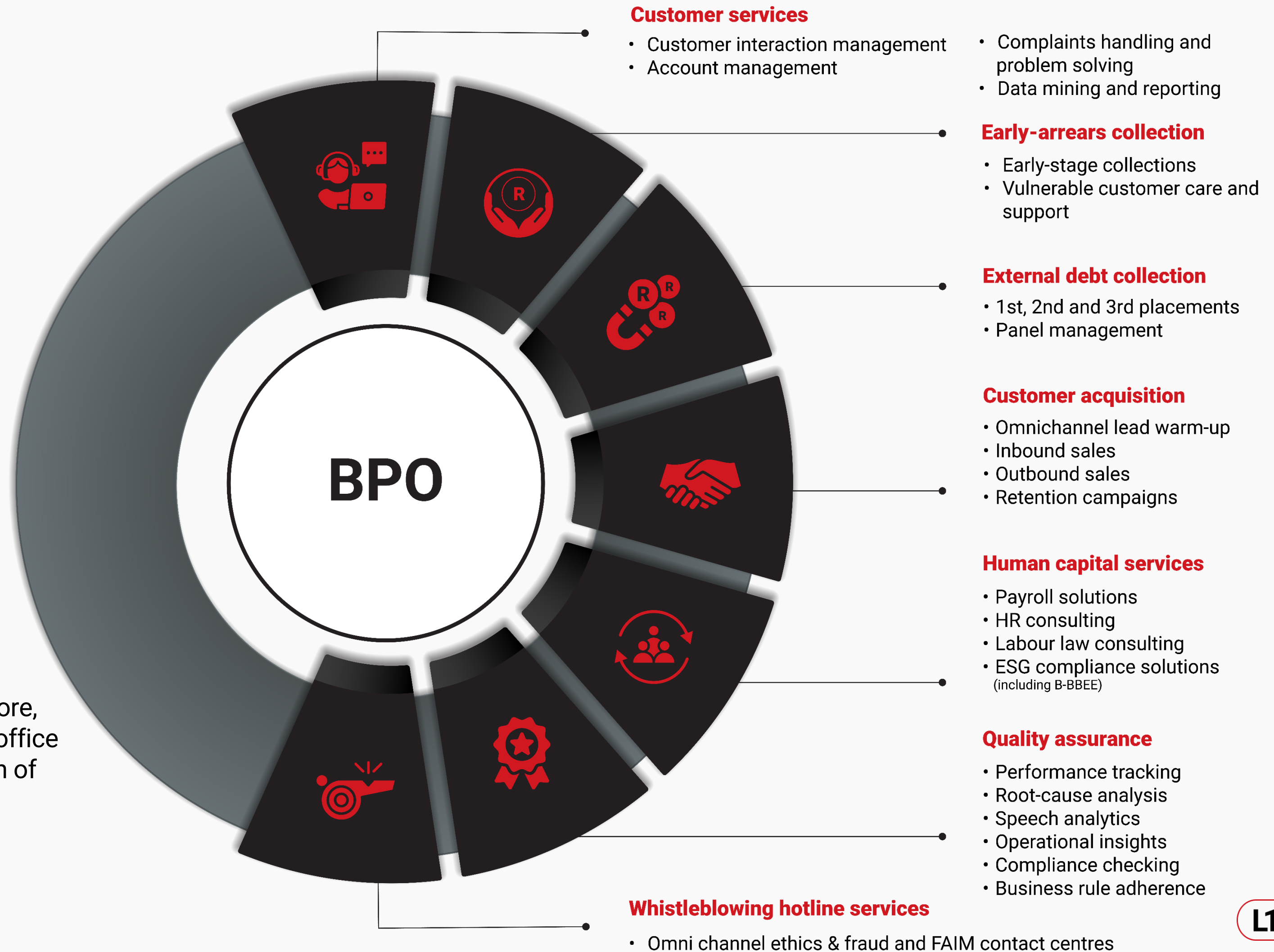
# An integrated set of core BPM services



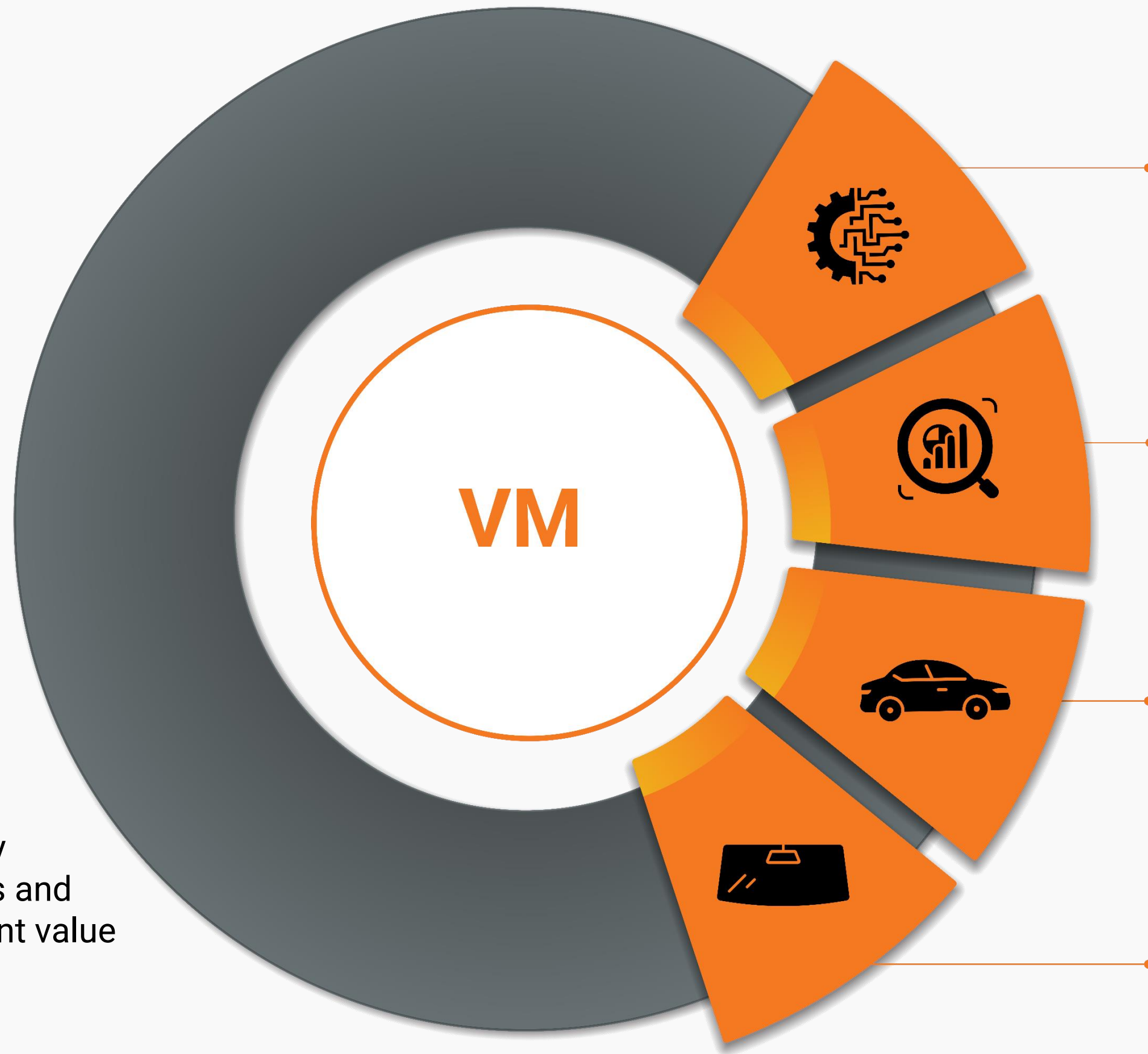
Customisable, end-to-end solutions to clients' more complex challenges in multiple sectors and industries

# An extensive set of core BPO services

Specialised solutions for non-core, high-frequency front- and back-office events, as a seamless extension of client brands



# A streamlined set of value multipliers



### Digital enablement

- Whizzoh
- Digiflo™
- Symbility
- Smartcommunication

### Analytics and business intelligence services

- Management information reporting
- Business intelligence
- Data management

### Digicall transport solutions

- Cab and chauffeur services
- Vehicle replacement services

### Glasfit services

- Self-inspection of vehicles (VIC)
- Pre & post inspection
- Chip repairs
- Tinting, smash & Grab
- Windscreen replacement
- Advanced driver assistance systems (ADAS)
- Sika bonding agent
- Flatt Glass
- Online systems
- Customer service
- Value package

Industry-leading technology solutions, systems, insights and expertise for enhanced client value and customer experience

# THANK YOU

L1 B-BBEE  
DIGICALL SA

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DIGICALL

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