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COMPANY PROFILE

# CONT

**01** About

**02** How

**03** What

**04**

Services

**05**

Green



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

# ABOUT US

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Divine Mobile Group was established in 2020 by CEO and founder Ms. Bonakele Rose Mashiane, with the aim of creating a 100% Black-owned and Managed Telecoms, Digital Content, and Managed Services business that delivers 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 Mobile Group aims to enhance the ICT experience of all its clients and partners within all industry sectors, while constantly driving towards their improved proficiency, efficiency, effectiveness, and profitability through world-class ICT solutions.

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

Divine Mobile Group 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 the design, building, configuration, and integration of business solutions as well as highly effective distribution of telecoms products into unique and niche markets. Divine Mobile Group builds complex business systems that are mobile and web-enabled, multi-tiered, enterprises that can integrate into current IT systems.

Our range of services and solutions includes 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 proficiency.

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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The aim of Divine Mobile Group 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. Ensuring that every employee is absolutely focused on achieving 100% customer satisfaction.

## OUR MISSION

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Our mission is 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, we at Divine Mobile Group insist on excellence, while aligning with the country's Indigenous policies around youth empowerment, female prioritisation, and giving preference to previously disadvantaged individuals. Divine Mobile Group workforce encompasses the full range of skills from competent sales teams, 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 can 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 Mobile Group

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Divine Mobile Group (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 the general public. With a proven track record of success, rapid deployment, and references countrywide, Divine Mobile Group offers customers a best practices approach to product distribution, device financing, application development, and technology implementation that includes proven processes and methodologies.

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

Divine Mobile Group 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 a presence across South Africa, Divine Mobile Group provides a breadth of ICT products and services for companies and government organisations of all sizes in South Africa and Sub-Saharan Africa. We sustain a personal and consultative approach for your organisation's specific ICT needs and customising your ICT solutions that best meet your unique infrastructure requirements thereby helping lower your Total Cost of Ownership (TOA).

Divine Mobile Group is dedicated to maintaining a highly trained team of qualified consultants, with system engineers in addition to manufacturer-authorized engineers and technicians. We take continual strides in 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 Mobile Group  
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 Mobile Group 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 Mobile Group 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 customer's 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 Mobile Group 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, are positioned to harness these very entities to enable it to design customer-driven mobile services and solutions across the mobile industry.



## CONSULTING SERVICES

Divine Mobile Group 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 client's 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 Mobile Group 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 a 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.

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 that 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.

## Software Development

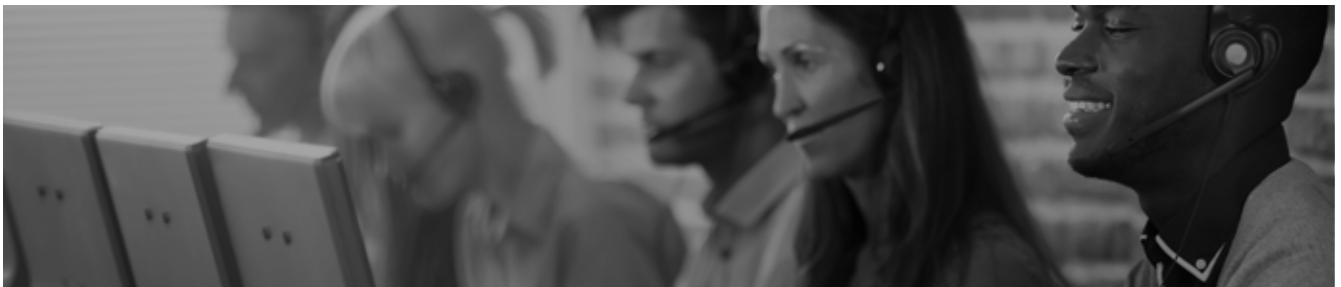
Divine Mobile Group consists of highly qualified development resources within Microsoft, iOS, Android, .NET, Java, Oracle, SAP & Flash, and offers a range of bespoke development services using an evolved Software Delivery process that guides the various functional teams to deliver Enterprise Class solutions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

## CALL CENTRE SOLUTIONS

Call Centres have become a worldwide 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 Mobile Group designs, implements, manages, and operates call centers 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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Renewable power is essentially implemented by applying best practices and principles of sustainability.

Sustainability is 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, it 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.

## GREEN TECHNOLOGY INFRASTRUCTURE

The need for 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 about climate change, energy security, and affordability indicate that the economic prosperity, social equity, and environmental quality of the province and the country at large depend on the advancement 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 nation's 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 are 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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