

DLK GROUP COMPANY PROFILE

A CULTURE OF
EXCELLENCE
AND
INNOVATION



TABLE OF CONTENTS

NO	DESCRIPTION	PAGE NO
01	Introduction -----	02
02	BEE -----	03
03	Vision, Mission & Values -----	04
04	Brand Story -----	05
05	Our Services -----	07
06	Our Clients -----	15
07	Case Studies -----	16
08	Social Responsibility Projects -----	17
09	A Word From Our Clients -----	18
10	Our Team -----	19
11	Closing Message -----	20

01 INTRODUCTION



As an entrepreneur and founder member of DLK Group more than 2 decades ago, it is always fulfilling to briefly do some self-reflection on what our success factors were as well as what we could have improved on.

1. In all our good and not so good experiences, always remember the "Why" or purpose for being in business. It is about making a difference in people's lives, our employees, customers, partners and society at large.
2. Make your customer the focal point of the business, and build deep long-lasting trust relationships that become more than business relationships.
3. Don't sweat the small stuff, be bold and adjust the sails.
4. Don't reinvent the wheel, have a collaborative approach to drive new innovations with partners.
5. Build high-performance teams that add both values to the company culture and impact to your customers.
6. Stay the journey, stay focussed, innovate and build ethical leaders that are Future Fit.
7. Learn to Rest, Not to Quit.

The Covid 19 Pandemic has had a profound and lasting impact on our technology industry over the last 18 to 24 months. This has possibly sped up the adoption of digitization by more than 10 years and has been the catalyst of a permanent change in many industries.

For DLK to remain relevant and competitive in this new economic environment we have had to take a quantum leap to more agile digital channels at both a strategic and tactical organisational level.

Whilst this Pandemic has been ravaging and devastating to most businesses, DLK has had the biggest growth phase in its entire 20-year history over this time, in that we were able to navigate the storm, remain resilient and client focussed, AND take care of our staff.

There is no turning back for DLK, and we are extremely excited about how the Next Phase of Growth will permanently transform our business into a radical digital powerhouse that continues to remain relevant in the new economy.

- Leon Hendricks,
Managing Director & Founder of DLK Group



02 BLACK ECONOMIC EMPOWERMENT



At DLK Group we are serious about influencing the growth and progression of all our citizens, businesses and communities at large.

DLK Group is a 100% Black owned and managed company and therefore subscribes to the strict code of practice regarding BEE procurement. DLK's procurement policy focuses on preferred Black-owned business. We aim to procure 80% of our requirements from emerging BEE companies, including outsourcing.

We have formed strategic alliances with leading Black-owned ICT companies that have enabled us to expand our range of services. DLK creates employment opportunities to historically disadvantaged communities and individuals. Our staff training program aims to exceed DLK's equity targets and stimulate capacity building within the company.

We believe that knowledge transfer and skills development is vitally important to any organisation and must be given priority in order to promote the economic advancement of our communities and our country.

03 VISION, MISSION & VALUES

VISION

At DLK Group, our vision is to be the partner of choice in our industry by providing our clients with unparalleled excellence and sustained growth.

MISSION

By partnering with our clients, DLK Group provides agile and customised solutions. We aim to be trailblazers in our field through innovation and excellence.



VALUES

At DLK Group, we aim to always live up to the following values and exceed them where possible.



04 BRAND STORY

DLK Group is a 100% black-owned Cape Town-based company that specialises in ERP solution delivery, enterprise architecture, consulting and project outsourcing that supports their clients in building successful organisations. They are known for their impeccable and successful implementation of IT infrastructure and are official partners with Oracle, Microsoft and SAP.

"We pride ourselves in our ability to innovate and reinvent ourselves in an agile manner that ensures ongoing alignment with our clients ever-changing business requirements," says Hendricks proudly.

Hendricks fondly reflects on 2002, when DLK Group was brought onto Project Ukutinga by Accenture as the planning and implementation partner for the project. The project was launched to streamline the City of Cape Town's IT systems and standardised business processes for the seven municipalities set to merge.

"What a journey filled with great memories," says Hendricks fondly. "Being part of the current and ever-evolving ecosystem of digital transformation for Citizen-Centric Online Services is extremely fulfilling, and being able to reap its benefits as a Capetonian, is even better."

The City of Cape Town is just one of the many clients who have benefited satisfactorily from the work DLK Group has provided. Other clients include the KwaZulu-Natal Department of Health, Western Cape Provincial Government, Robben Island Museum, as well as the Eastern Cape Office of the Premier.

When Robben Island Museum engaged with DLK, they were looking for a service provider who would implement and maintain a Radio Frequency Identification (RFID) asset management system to keep track of their Heritage Assets.

"The project was a challenge for everyone! And since it was our first project involving RFID, it forced us to think differently," Hendricks said. "More recently, we have completed EA Services for Western Cape Government (Provision of Enterprise Architecture Services Case Study) and OVG, our IT Management project. We are trusted partners and we embrace cloud and cyber security as part of our future journey."

DLK Group aspires to be an equal opportunity employer while always putting their clients' success first. Through thought leadership, digital innovation and collaborations, DLK Group hopes to expand into the private sector by offering the same top-class services.

"With our 20 years of solid, broad-based ICT thought leadership, high performance of the team and industry experts who understand innovation and digital transformation, we look forward to growing to greater heights by offering the same, if not more, to the private sector. We never back away from a challenge," says Hendricks.



FET COLLEGES

IT infrastructure

CITY OF CAPE TOWN

ROBBEN ISLAND MUSEUM

RFID system implementation

RSA PARLIAMENT

IT Services

SAP PARTNER EDGE

KZN DEPARTMENT OF HEALTH

IT Services

ORACLE PARTNER

Private and public sector

MICROSOFT

PRESENT

05 OUR SERVICES

Our 20-year track record of operational excellence and innovation has made us trusted advisors to our clients.

We provide the people, expertise, support, and training required to implement complex IT infrastructure, enterprise architecture and ERP solutions. We partner with our clients to build successful organisations, underpinned by robust technology.



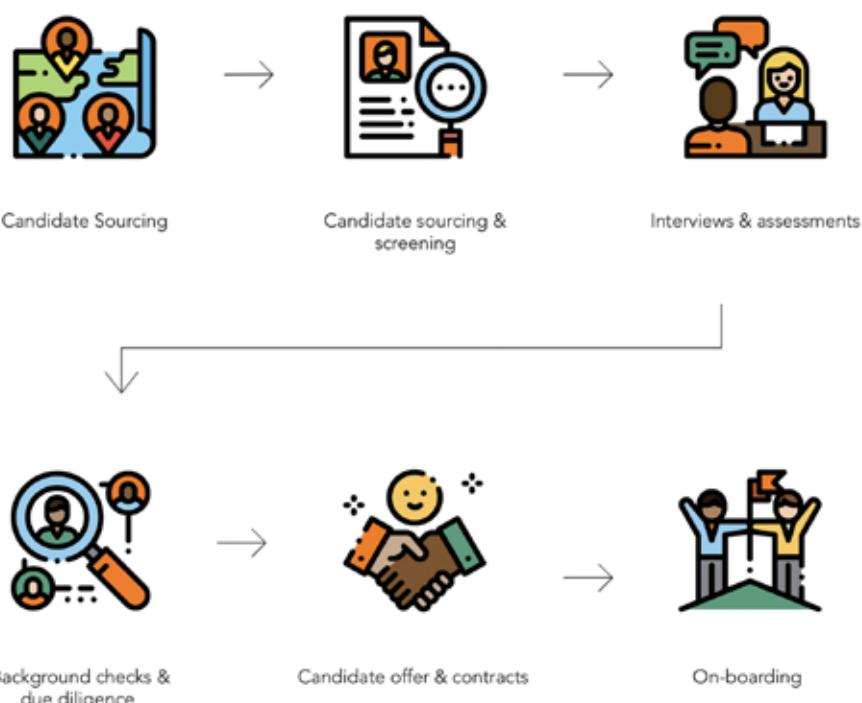
5.1 PROJECT OUTSOURCING

The best people for your organisation

Looking for qualified, skilled, and experienced people who can take your business to the next level?

DLK group has a diverse and talented pool of skilled people who are ready to be deployed onto your project. We manage the full process of recruiting, selecting, and placing project resources, and provide ongoing performance and pay management. Our clients trust us to find them great people, from entry-level to C-suite management, and our comprehensive recruitment process ensures peace of mind with a quick turnaround.

THE RECRUITMENT PROCESS





5.2 CONSULTING SERVICES

Trusted Advice, Practical Solutions

ENTERPRISE ARCHITECTURE

DLK has a multi-disciplinary approach to Enterprise Architecture. Our Business-, Solutions-, Information-, Data-, Applications- and Technology Architects work together to provide a holistic view of our clients' businesses. We provide solutions designed to streamline operations, realise ROI on capital expenditure and improve ease of doing business. Our solutions combine tried and tested technology with cutting-edge developments, to provide solutions that are both innovative and robust.

ORGANISATIONAL CHANGE MANAGEMENT

Organisational Change Management (OCM) is the process of consciously managing the impact of technology, business, or process change. DLK has a wide network of expert, certified OCM Consultants who work alongside our clients to minimise the productivity and morale dips commonly associated with change.

OCM assists our clients to realise the benefits of new systems and processes sooner, by building stakeholder engagement and buy-in to new solutions.

BUSINESS PROCESS AND OPERATIONS MANAGEMENT

DLK's Business Process and Operations Management Consulting services focus on our clients' most critical issues and opportunities: strategy, marketing, organization, operations, technology, transformation, digital and advanced analytics. We bring deep, functional expertise and a holistic perspective. We assist our clients to capture value across boundaries and between the silos of their organisations.



Our BPM Services include:

- Business Process Analysis
- Business Process Re-engineering
- Organisational Strategy and Renewal
- Project Resourcing
- Skill Transfer and Staff Enablement



5.3 ERP SOLUTIONS

Premium products, professional support

We are focused on continually building our capacity to design, implement and support ERP solutions. Our certified and accredited consultants work at a strategic, developmental, and operational level to provide expert advice and support. DLK Group's partnerships with Oracle, Microsoft and SAP mean that our team are regularly exposed to new products and enhancements, enabling us to re-imagine and refine our clients' existing systems.

ORACLE PARTNER NETWORK



DLK is a member of the Oracle Partner Network. We specialise in Oracle Cloud Software as a Service (SaaS) with particular focus on Oracle CX and Oracle Human Resources. In addition, we participate in the Oracle Partner Graduate Development Program, hosting a group of Oracle interns within our team. This year, we have a group of four interns completing a Business Analysis qualification, and gaining skills in Oracle CX.

We have worked on a number of Oracle projects with our clients over the years, notably the launch of the City of Cape Town's ATraMS – or Advanced Traffic Monitoring Systems. The DLK team played a key role in application development, database management and quality assurance for the project.

DLK continues to deliver Oracle consulting services to clients in the public and private sector, and we are excited to be expanding our Oracle offering to include Cloud SaaS.

SAP PARTNER EDGE PROGRAM



DLK is a member of the SAP® PartnerEdge® Program. We have a long and successful track record of providing SAP implementation and support services, building strong client relationships through excellence and innovation.

We employ high calibre SAP certified consultants to manage SAP implementation, customisation, development, support, change management, training and project management on client sites. We support SAP Public Services, SAP Oil Industry Solutions, SAP Retail and SAP Financials.

DLK is SAP® PartnerEdge® Program Member, and we're well placed to continue to deliver excellent results for our clients. We keep current on the newest technology and solutions and are able to integrate innovation into existing sites.

MICROSOFT PARTNERSHIP



DLK Group is a Microsoft Partner. We are licensed as both an indirect reseller of Microsoft Products, and are certified as a development partner. We are proud to be associated with Microsoft, and through our partnership are able to provide our customers with cutting-edge solutions to their business challenges.

As a Microsoft Partner, DLK Group is able to access the latest Microsoft technology, innovations and solutions. From enhancing your team's skills to improving efficiency and growing your business, DLK can provide the Microsoft solution that will best fit your requirement.





5.4 INFRASTRUCTURE SERVICES

Fully integrated, secure and reliable

We have over 20 years of experience in Information Systems and Communications Management. Our expert consultants work with our clients provide cost effective and efficient ICT solutions that support their business objectives.

BACKUP AND CYBER SECURITY

We focus on operational excellence and innovation to provide a full suite of infrastructure management services, including planning, commissioning, optimisation, support, and troubleshooting. Our consultants are experienced and certified in a wide range of platforms and technology, providing our clients with innovative, secure, and stable IT Infrastructure solutions.



We manage networks, software, hardware, telecommunications, security and cloud-based computing for small and large, simple, and complex sites. No matter the scale of your enterprise, DLK provides the expertise and services your organisation needs to support your business and take it to the next level.

RFID AND INVENTORY MANAGEMENT SOLUTIONS

We provide a full range of RFID, Barcode and QR Code inventory management solutions for wholesalers, retailers, and the hospitality industry.

Our customized solutions include: tags, scanning devices, software and training. We have provided bespoke solutions to museums, hotels and retailers, allowing them to manage their stock and protect their investments from theft. These solutions can be expanded to provide fingerprint-activated access control and time and attendance.



ICT INFRASTRUCTURE MANAGEMENT

Your IT infrastructure is the backbone of your business. At DLK, our team of IT professionals are passionate about the client sites that they manage and support.

Our consultants are experienced and certified in a wide range of platforms and technology, providing our clients with innovative, secure, and stable IT Infrastructure solutions.

We manage networks, software, hardware, telecommunications, security, and cloud-based computing for small and large, simple, and complex sites. No matter the scale of your enterprise, DLK provides the expertise and services your organisation needs to support your business and take it to the next level.



IT HARDWARE SUPPLY

DLK Group has long-standing partnerships with some of the world's most reputable computer hardware brands and manufacturers, such as Dell, HP, and Lenovo. We offer great value, and pre- and post-sales services including configuration, installation, and support.

We supply servers, laptops, desktops, and peripherals, providing single point procurement across brands and device specifications.



5.5 TRAINING

Building Skills and Capacity

We offer training on a variety of software platforms and business skills including accredited Microsoft and SAP Training, and LEAN and BPM methodologies. Our skilled and accredited facilitators provide training on-site, via virtual meeting platforms, or in the DLK training facilities.

TRAINING & DEVELOPMENT OPTIONS

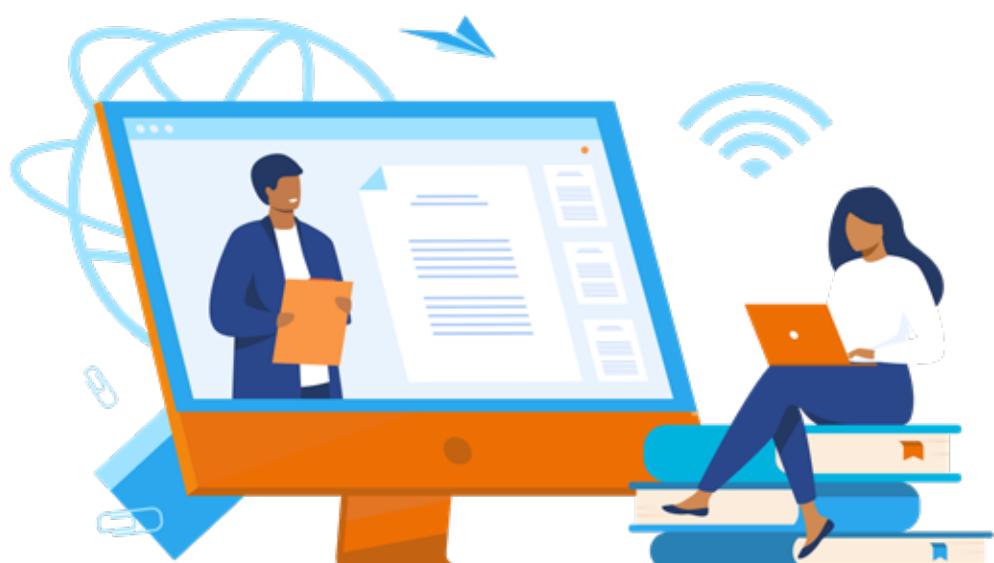
We build capacity in our client organisations by assessing and optimizing their business processes and providing skills transfer to their key staff and stakeholders.

Our courses are customised to meet the needs of our clients. We use technology that facilitates knowledge transfer and supports the complex multi-platform environments our clients use.

Types of training we offer:

- End-User IT Training on SAP, Oracle, and Microsoft Products.
- Business Process Management and LEAN Workshops.
- IT Product Training on equipment and software.

Participants are exposed to a variety of methodologies and are encouraged to collaborate on solving real-world business issues.





5.6 CAREERS

Work with DLK

We currently employ over 200 people on client sites. A consulting career with DLK means being placed in assignments where you will be able to apply your knowledge, skills, and experience to impactful and challenging projects. We employ Developers, Architects, Support Specialists, Trainers, Change Managers and all levels of IT professionals.

DLK Group advertises our current vacancies on the following platforms and can be contacted about the positions that are advertised via these sites directly.



Glassdoor



Indeed



Pnet



LinkedIn

The DLK Group internship program provides opportunities for graduates to gain experience within our DLK team, in diverse fields such as Marketing, Human Resources, IT and Administration. Our Interns are given the opportunity to work in their chosen field under guidance and are mentored by experienced managers.

Our consulting and contracting roles span across industries and specialisation, and we are always on the lookout for people with exceptional skills to join our talent pool of associates. Our consultants work directly with our clients, whether as augmentation to a current project team, or as part of a DLK Group managed project.

EMPLOYER OF CHOICE: SMALL TO MEDIUM

ORGANISATIONS 2020

We received this accolade based on our people and business practices. We are particularly proud of how we have assisted our employees and clients in navigating the workplace challenges presented by Covid-19. We have maintained our quality of service during these trying times and expanded our workforce – thereby creating employment opportunities during the pandemic.



06 OUR CLIENTS

DLK Group is a leader in the provision of complex projects. We are recognised by our clients for our impeccable 20-year track record of delivery.

Our Clients include National, Provincial and Local Government, State-owned Enterprises and Blue-chip Private Sector companies. We have built a deep understanding of the complex structures and the challenges faced by our clients, and partner with them to build successful organisations through our range of IT Consulting and ERP Solutions services.



**CITY OF
CAPE TOWN**



**Western Cape
Government**



**PARLIAMENT
OF THE REPUBLIC OF SOUTH AFRICA**



**agriculture, land reform
& rural development**

Department:
Agriculture, Land Reform and Rural Development
REPUBLIC OF SOUTH AFRICA



national regulator for
compulsory specifications



**STATE INFORMATION
TECHNOLOGY
INSTITUTION**



SANBI
Biodiversity for Life
South African National Biodiversity Institute



DLKGROUP

07 CASE STUDIES



WESTERN CAPE GOVERNMENT: PROVINCIAL PUBLIC SERVICE APP

The Western Cape Government's objective was to have a mobile application that met its Digital Government principles; namely a "optimised, transformed, and integrated citizen-centered service delivery". This digital innovation is to maximize the WCG's data assets, digital technologies and people.



CITY OF CAPE TOWN: RATES CLEARANCE ENHANCEMENT PROJECT

DLK delivered a solution to improve the speed of processing for application, payment of outstanding fees and the issuing of rates clearance certificates. This improvement process was from the initial logging of a Property Transfer transaction until the Rates Clearance Certificate is produced.



CITY OF CAPE TOWN: EVENTS MANAGEMENT SYSTEM

The main objective of this project is to enable the Events Department to improve service delivery through the introduction of an online/electronic events support application and management system. A system that allows for the inclusion of all relevant role players, both internal and external to the City.



CITY OF CAPE TOWN: DATA VOLUME MANAGEMENT (IS & T)

DLK delivered a Data Volume Management Solution for the City of Cape Town. This was delivered over a period of 24 months with a team of SAP Solution experts.



BUSINESS PROCESS MODELING AND LEAN MANAGEMENT TRAINING

Provide Business Process Modeling and LEAN Management training to Senior and Operations management staff, with the intention of applying the Business Best Practice in the workplace.

08 SOCIAL RESPONSIBILITY PROJECTS

PLAYHOUSE CRECHE, SALT RIVER

DLK Group hosted a charity golf day and raised R50,000.00 for the Playhouse Creche in Salt River. Playhouse creche is run by the Catholic Welfare and Development (CWD) – taking care of children between the ages of 4 and 5. The creche provides breakfast and lunch for the children as well as preparing them for Grade 1.

ICT LABORATORY IN MANNENBERG & KHAYELITSHA

SHAWCO engaged DLK Group, through the Dell Foundation to provide professional IT support and system monitoring for their Manenburg and Khayelitsha solar-powered ICT labs. These labs provide access to ICT services for children in these underserved communities.

HOLY CROSS PRIMARY SCHOOL, WOODSTOCK

DLK Group donated 20 computers and set up a computer room for Holy Cross Primary School in Woodstock. As a past pupil of the school, Leon Hendricks responded to a call for assistance from the then Principal, Sister Mary Quimpo.

PARTNERSHIP WITH THE CITY OF CAPE TOWN

DLK Group partnered with the City of Cape Town to provide Computer Literacy Training and Development for more than 1000 previously disadvantaged individuals. These workshops assisted the graduates by empowering them with new skills that they have applied to finding employment.



09 A WORD FROM OUR CLIENTS

We believe in building strong and lasting relationships with our clients. Our commitment to excellence and innovation enables us to deliver quality services to our broad client base in the public and private sector. We have built a deep understanding of our clients' business challenges and objectives, and delivering on these have earned DLK Group many accolades.

"With each contract awarded to the DLK Group during the past 3 years, they have consistently provided a service of a very high standard and have ensured that the specifications have been met."

Nashieta Isaacs, ICT Training Unit

"We make use of a number of Service Providers and DLK has proven to be the most efficient and cost-effective supplier of services and resources. The quality of the work performed is consistently of high quality and delivered professionally."

Steve Hurwitz, Application Development Manager

"The quality of work DLK has provided over the duration of the project is of an exemplary standard, with their staff showing a keen understanding of the business. Tasks have always been completed within agreed upon timelines, and they have always shown an excellent level of professionalism."

- Seraj Hartley, Director

"Exceeded expectations: software re-engineered and implemented well within time and cost. The team was very willing and hard working. All the equipment was collected and verified in the set time frame"

Zandisile Msitshana, Manager: ICT Business Support, Parliament of RSA



10 OUR TEAM



LEON HENDRICKS

Managing Director



KIM HENDRICKS

HR and Finance Director



ANN CORMACK

Bid Management Director



BELINDA KOVACHI

Business Development Executive



GRACE GOTÀ

Talent Acquisition Manager

11 CLOSING MESSAGE

THE FUTURE OF DLK GROUP

Covid 19 will continue to drive an era of unpredictability and continuous change. Whilst this disruption continues to interrupt long term strategic planning for many organisations, both large and small, it has also created immense opportunity.

DLK sees this change in working conditions, (work from home), rapid uptake and embracing of Artificial Intelligence, Digital Transformation, Cloud Computing, Data Analytics, Virtual Reality in many industries it is a new growth path over the foreseeable future.

Creating solutions for the sustainability of the human race has become even more critical with the challenges of the Global Pandemic, Climate Change, Environment and food shortages.

DLK will continue to find technology and other innovative solutions to address some of these challenges.

"There is no greater thing that you can do with your life and your work than follow your passion – In a way that serves the World and You."

Richard Branson



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