

SINGULAR NEWSLETTER



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INTRODUCTION

As the year draws to an end we would like to thank each and every employee for helping the company fulfill its primary objectives, getting new clients and maintaining a good working

environment. It's been an absolute pleasure working with everyone during the past 12 months. Let's make 2023 even better. Best wishes for the holiday season. ■

NEW TEAM MEMBERS

We welcome all the new members of the Singular family and wish them well in their journey with us.

Johannesburg

- Bathabile Mathabatha
- Siyabonga Hadebe

Cape Town

- Lynne Jones
- Marike Smith
- Raqeeb Adams
- Remofilwe Taele

Outsourcing

- Gugulethu Sithole

LONG SERVICE RECOGNITION

We take pride in fostering a vibrant work atmosphere and are proud of the Singular family members who have remained with us for a long time.



Doug Mabasa is easily one of the coolest customers around. Nothing seems to unnerve the man, he is always up for the most daunting of challenges and takes them on with a casual demeanor that impresses and rubs off on the whole team. Something of a front-end wizard, he has been the Scrummy Bears' long standing go-to-guy for our craziest CSS and styling requirements. He is also a leading fashion icon in the JHB office, with some of the most unique and edgy shirts you're likely to find on the planet. Not to



mention, he is a real Singular man with an epic sense of humour and willingness to help in any way that he can that makes working with him a genuine privilege.

Brett ■

WORD FROM THE EXECUTIVE

Dear Singular Family

To echo my colleague's recent sentiments, this year has been high-intensity, demanding and quite relentless for most of us. We seemed to resurface post-Covid-19 and attempted to swim as fast as possible to recover what we all missed out on over the previous two years. The pace of everything, work, school, travel and relationships for most has felt like the accelerator pedal's been getting closer to the floor and that we've lost the usual cadence of peaks, followed by troughs and time to rest and recuperate.

But it's also been a year of developments in many areas including communications - this is the 5th newsletter and we've seen reasonably good business growth, albeit with a different pace and style. Singular is an opportunistic and learning organisation and during the year we've all engaged more with the vitally important issue of 'health' and 'wellbeing,' as well as with the core values and principles right across our business.

There have also been several good wins and successes, together with associated learnings and adaptations. Further ground has been made up on golf courses and on the

soccer pitch, as well as in the 'cyber warfare' gaming world. Thanks to all at Singular who initiated and followed through with these enjoyable added interest activities.

In Outsourcing we heard the distinct but intermittent sound of success when new business wins, triggered drum solos on the 'electric drums.' This sound will be carried into the new combined division during 2023 and will hopefully become more frequent as well.

The annual Singular end-of-year parties in Joburg and Cape Town were the most colourful and fun in recent years and this sets the scene for even more dynamic organisational development and opportunities ahead.

Thanks to everyone who's made contributions in their own way to any aspect of life and work at Singular. On the whole it's been a memorable year.

In conclusion, I wish all of us compliments of the festive season, enjoy the special time with family and friends, sing in the new year with gusto and as you mean to carry on next year and please take good care to travel and return safely.



And above all be kind to yourselves and to those near and dear to you.

God bless!

Jacques ■





GET TO KNOW JONATHAN MAREE

Senior Manager - *Cape Town*

How did your journey with Singular begin?

I started with Singular in 2011, around the time the company had just completed acquiring i-Intelligence. I was part of a team that worked on Microsoft Dynamics and various other implementations for about four years. In 2015, I moved down to Cape Town to take on more project management and business analysis type roles in order to grow my skillset. Arriving in Cape Town, I started as a web developer for a few years then fully pivoted to what can be considered as a software engineer then switched to project manager and business analyst, though my official title at the moment is senior manager.

Do you have a highlight that has stood out for you over the years?

Professionally, it has to be becoming a senior manager which took a culmination of all my years to date at Singular. Another highlight would be seeing the Cape Town team grow and arguably having the highest revenue in the company considering that we started with a very small team.

In terms of work, we were once involved with a project called Nedbank Compliance which proved to be tough (those were some dark days) and with the support of Andre, Shani and some of the other team members we managed to get the project over the line. More recently, we had a challenging time on one of our project implementations with

ComX but the team pulled through and delivered amazingly which gave us a lot of stability as a branch.

Will you help with surfing lessons when the other branches visit Cape Town?

Having stayed in coastal towns for the most part of my life, I have been in the ocean quite a bit and quickly realised that I have terrible balance. So, with that in mind, I would not be able to help but I could definitely get someone that can.

What do you normally get up to on weekends?

I have two young kids which is all encompassing at the moment. One is a year old and the other is four years old. Everything is magical to them at the moment and we try to give them the best experiences. I am also a gamer at heart and watch a lot of sports. I enjoy playing hockey (I'll probably get back out there again at some point in my life). I also enjoy a good round of golf every now and then.

Which music genre do you mostly listen to?

Music is a big passion of mine. I generally listen to everything but trance and rock are my true loves. Anything that melts my face with hardcore guitar, drums or a crazy baseline is where it's at. I also still enjoy the music I listened to growing up as a teenager from bands such as Blink 182 and Green Day. I am a little punk rock kid at heart.



Have you been part of a band before?

Unfortunately, not. Though it is on my bucket list of things to do before I die, maybe to not necessarily join a band but to learn how to play an electric guitar.

Is there any TV series you are binging on at the moment?

It's a very sad state of affairs. To give you an idea, the last movie I watched was Avengers: Endgame and that was a good what, 3 / 4 years ago? I am a Marvel fan boy and read a lot of fantasy books. That's at least one hobby I have hung onto.

What's your favourite go to meal?

I am a bit of a foodie and love me some fine dine. In terms of great comfort food, it has to be Pizza. I could have it any day of the week.

What advice would you give to newcomers at Singular?

Ask questions and don't be afraid to get involved. Have the courage



to venture beyond your stream. Stay curious and avoid operating in a black box.

Ultimately, Singular is a place of opportunity and if what you do

adds value to the team or client, the support will be there. There are always plenty of opportunities for growth, you can achieve and be anything here.

Jeno ■

GET TO KNOW VANESSA BELL

Head of Administration - *Johannesburg*

How did your journey with Singular begin?

I used to work for Standard Bank and heard Anthony Wilmot (founder of Singular), was looking for a sort of Girl Friday and it was at this time that I left the bank and joined Singular. In those days the company was called Monotics Information Systems. I was mainly responsible for the Cash Book and worked closely with one of the other directors called Johnathan Crisp. After unsuccessfully trying to merge with a different company in 2002, Anthony branched off and started Singular Systems. I worked for the other company for a short while after the merger had fallen apart and eventually reconnected with Anthony and asked if they had a half-day job because I was planning to start a family at the time.

I re-joined Singular and worked in payroll and Human Resources. Our office was a house next to Anthony's and we eventually moved to Junction Road and then to Fort Street. I have had two kids since then and working half-days really helped with raising them.

How hard was it pioneering the HR and Payroll position at the time?

Luckily the company was quite small at the time with about 10-15 employees. Anthony's wife Celia would assist and Natascia took over the payroll as the company and department grew over the years. The department has grown in line with employee growth from 15 staff to about 200 odd employees. It has evolved quite a bit and the growth has been amazing to witness.

How difficult was it being part of the foundation of Singular and at the same time a foundation for your family?

Having the option to work half-day really helped as it gave me an opportunity to be there for the children, especially in the afternoons. When kids are young, it is a lot more demanding on your time and as they become older they become less needy. My son is now 17 years old and my daughter is 13. You eventually become more of an Uber driver for them especially as far as extracurricular activities are concerned. I would be a working mom during the day and full-time mom in the afternoon.

What has been your biggest highlight over the years?

I think being given an opportunity to buy Singular's shares as well as



being given the opportunity to help different people in the team with their growth journey such as Dorothy who came in from the kitchen and grew in skills over the years. And generally just seeing the company grow from 15 employees to where we are today. Also, maintaining our Level 3 B-BBEE status level for the past two years, a lot of work goes into preparing for this each year. I have an amazing team that helps make this possible.

You once tried starting a beauty salon, how did that go?

Many, many years ago, around 2002, I did a beauty therapy course and actually went on to run my own salon from home in the afternoons. Unfortunately, I started struggling as I found it difficult to cope as my health took a knock which in turn made it difficult to juggle everything so I eventually had to shut it down.

And now, what do you get up to on weekends?

So as most of the guys know and had a laugh about it, I had put on



SINGULAR NEEDS MORE PEOPLE LIKE YOU

We are looking for remarkable individuals who share our core values of fairness, integrity, care, collaboration, gratitude and excellence.

We want enthusiastic, self-starters who are prepared to play the long game.

If you know of any full stack developers looking to grow their career in software delivery, please contact Kirstin Purves.



a quite a bit of weight and in the last four years decided to change my life by working out with the occasional assistance of a personal trainer because you sometimes need someone to be accountable to. I also do Parkrun on Saturdays and usually hit the gym when I can't make it to Parkrun. Working out and eating healthy has become a big part of my life. If I am not working out, the kids keep me busy because they are very sporty as well.

I had an autoimmune disease a few years ago and my health took a terrible knock. I did not want that to be what defined me. Therefore, I decided to change my life by working out and staying healthy and fit. I am off all my medication and am in a good space.

What is your favourite meal?
My mother's lasagne.

Is this a healthy vegetarian lasagne?
Not even close, it's a home-made cooked meal. You know how mother's home cooked meals are always the best. We hardly ever get takeaways but if we do it will be pizza.

Is there any particular series you are bingeing on at the moment?
To be honest, I hardly ever watch TV. The last time must have been when I was on leave. I would rather exercise to be honest. That's just my life. I went from being unhealthy to being a crazy gym person.

What is your favourite music?
I generally listen to everything and have no preference. When

we are together as a family, the music is mainly influenced by the kids and we generally listen to what they like.

What advice would you give to young mothers or to those who are thinking of being mothers?

The main thing is that your family has to come first. They are vital but at the same time you also need to look after yourself and your well-being. It's all about finding a healthy balance because as a mother you will need to balance it all.

And lastly what advice would you give to a new starter at Singular?

Build relationships and want to be in it for the long-term. Be patient and grow with the company. Try and learn as much as you can and partake in buying the company's shares when the chance avails itself. Investments are always a bit risky but it will come in handy when you retire someday.

Any favourite quotes?
"You can't wait until life isn't hard any more... before you decide to be happy" (Quote from Jane Marczewski "Nightbirde" – Singer (America's Got Talent)).

Vanessa ■



NEW CLIENTS

We are always excited in welcoming new clients to our company, let's continue to create that long list of new clients as we can never have too many clients. Timing is everything so join us in congratulating the following divisions in having the good timing and securing new clients.

Investor Relations

- **Thungela** Integrated report [International & Johannesburg Collab](#)
- **Tourvest** Employee benefits mobile app

More on Tourvest

Tourvest is an integrated tourism group operating and managing divisions ranging from travel management, hotels, lodges, retail, foreign exchange and restaurants. Tourvest operates their head office from South Africa managing businesses across the globe and employing around 5 000 employees.

Having known Gary Elmes, the CEO of the accommodation and activities division, we often discuss the troubles they face managing such a large employee base. Tourvest offer their employees a set of employee benefits which can be redeemed throughout their divisions, at Tourvest operated and owned locations. After some

discussions on the topic Gary mentioned they were facing issues managing these benefits as well as managing the employment validation of their employees redeeming benefits.

This is something we in the International branch have managed to solve and have gained an immense sum of experience with Salary Finance. We felt this was something we could assist Tourvest with and having taken Gary through our experience on the matter and what we offer at Singular, Gary was excited to see what we had to offer and how we could solve their employment validation and benefit management problems.

We have since proposed a Progressive Web Application (PWA) which they are excited to see come to life. This PWA will allow Tourvest to manage their benefits as a company, provide employment validation allowing only valid employees to redeem these benefits and furthermore act as a communication platform to their employees across the globe.

Jayden ■



EMOTIONAL WELLNESS SUPPORT

CAMAF Emotional Wellness Programme

- 086 170 0600 Option 4
- emotionalwellness@camaf.co.za
- Monday to Friday, 08h00 – 16h00

LifeLine

- 011 728 1331 / 011 728 1347

Suicide Crisis Line

- 0800 567 567
- SMS 31393

SA Depression and Anxiety Support Group Line

- 011 262 6396





CORE VALUES

One of the things that makes Singular a great place to work are the values which underpin every element of the company. While we have been innately following many of these over the years our values have recently been grouped into six distinct values and defined as follows:

Fairness Collaboration Gratitude Integrity Care Excellence

Fairness

We don't discriminate | We provide fair opportunity | We respect work-life balance | We hold ourselves and others accountable | We do what we say we'll do



Integrity

We uphold honesty and transparency, always | We aim to maintain consistency of character | We hold ourselves accountable to Singular's values and ethos | We respect one another



Care

We are considerate towards one another, personally and professionally | We understand that communication, through affirmation and censure, is key | We listen to understand, not to respond | We behave in a way that contributes to the collective, not to our individual interests



Collaboration

Training and mentoring is key to our growth | In-person, face-to-face teamwork is important to our culture | We don't believe that we need to have all the answers, but rather validate decisions with our teams | We solve challenges together and we use these opportunities to grow our people



Gratitude

We recognise the contributions of our colleagues that meet or exceed the defined standard | We reward the positive results of our colleagues where their contribution led to those results | We take time to appreciate one another and the roles we fulfill in the broader team or business



Excellence

We ensure that we understand what the standard of excellence is within Singular, our teams, our roles, and our projects | We hold one another accountable to the standard of quality and excellence we all stand for | We constantly look for ways to improve | We show a willingness to solve complex challenges and create real value





QUIZ NIGHT

Where the know-it-alls can shine

Our long-awaited quiz event finally took place on 12 October and was a fun-filled evening professionally hosted by Ashley from Quiz Night SA. The Questionables won best team mascot, which was skilfully constructed using canapes, and repurposed as a trophy for the winning team, The Geyzers. Well done to everyone that participated! A special thanks to Rebecca and her team for the catering. ■



People of Singular
The Questionables



KUDOS

- A massive Kudos must go to Musa Mkhari, Sibusiso Madonsela and Michèle Mackey for the incredible work done on the latest Singular newsletter. From the quality of the content it's clear a lot of hard work and passion has gone into producing something of excellence and we really appreciate all your efforts! - *Nick Hodgson (Senior Manager)*
- Kudos to Stuart Cloete for his release of his book "Hill of Doves". The book is a memoir of Stuart's observations of doves roosting and fascinating facts about doves, including "the airspeed velocity of an unladen dove", amongst others. As a budding author in his spare time, it looks like all of his creative writing of BRS documents, proposals and emails has come to fruition. I am sure that this book will be a riveting read for any book lover. Well done Stu! - *Bruce Wilson (Senior Architect)*

AZURE BOOTCAMP

Azure bootcamp 2022 was an event aimed at showcasing cloud solutions to developers working in South Africa, and to give practical demonstrations on how to use and implement these technologies. The Johannesburg event hosted 250 people at the Microsoft SA headquarters in Bryanston. The Cape Town event hosted 100 people at the EY offices, located at the V&A Waterfront. Being speakers at the

event means that JP Swart and I had the opportunity to meet a few well-known local pioneers in the South African tech space, which was quite an experience.

JP and I presented a talk entitled "Easily host your .net app in Linux App Service Plans", which was a high-level look into hosting your applications in a modern, yet accessible manner. Often scalable cloud solutions come



KUDOS

- Kudos to Jean Pierre Swart and Julian Springer for flying the Singular banner and speaking at <https://azurebootcamp.co.za/> – Bruce Wilson (Senior Architect)
- We had our demo for the MFA functionality today and it was awesome. Dina Nathoo did a great job showing how the functionality works. Thank you Dina Nathoo, Andrew Cronwright and mono team! – Tamara (Salary Finance)
- On Monolith big thanks to Dina Nathoo, Andrew Cronwright and Dipak Patil for their efforts and generally being a pleasure to work with. – Sean Kemp (Salary Finance)
- Well done Ravi Vangala for completing your Architecting on AWS training! – Nic Watson (Senior Manager)
- Well done to Ernest Mqcinca who has received his National Certificate in Information Technology. Well done, buddy! You have a bright future ahead of you!! – Stewt Moss (Senior Architect)

with a hefty price tag, and the additional requirement of advanced skill development. We demonstrated that the cost and skill barriers were not as difficult to overcome as one might think. We ran a demo where JP took a .NET 7 API that I built on the fly, and hosted it on a Linux App Service plan using both the Azure CLI and also the Azure portal. Those that attended seemed to really enjoy what we had to say, and appreciated the focus on conveying the concepts in understandable terms.

The rest of the event was quite insightful. We had the opportunity to get exposure to new cloud features and technologies from experts in the field who were eager to share their knowledge. One of my key takeaways is that being prepared for your talk is massively important. There were a few talks where presenters fell foul of the demo gods, and were not able to fully showcase what they wanted to. Fortunately, I had JP on my side who left nothing to chance, which meant that we practiced the presentation many times prior, and subsequently our presentation came across as very well polished. To this point, JP was at the venue an hour before even security and Microsoft got there, making sure that the presentation hardware and software worked with our laptops, and that the WIFI allowed us to do what we needed. Not only did

Singular get our name out there through being a Silver Sponsor, but also through the quality of how we presented.

It was amazing to see our team members mingle and represent – Singular had the highest attendance of all companies! A big thank you to the attendees in Cape Town – Miles Downard, Dave Elliott, Matt Lewis, Thiroshnee Moodley, Robin Munyoro, Pierre van Niekerk, and Joseph Wangu. In Johannesburg, a big thank you to Francesca Basopo, Raymond Mulligan, Roan Roestoff and Bruce Wilson for attending and representing our brand.

Hope to see you all at next year's event!

Julian ■





YEAR-END FUNCTIONS

CAPE TOWN

The Cape Town Singular year-end function was held on 25 November at Kelvin Grove pavilion. The theme was 'Through the Decades'. They had a photo booth which is always a hit and played all the greatest hits from the 60, 70, 80s and more. What an amazing evening. Big thanks to the culture team in Cape Town for all the efforts there.

Event music playlist available [HERE](#). Photobooth pics can be viewed [HERE](#).



JOHANNESBURG

The Joburg team had a very stylish 'Hot Havana Nights' year-end function to conclude the end-month mingles. The function summed up a great successful year and everyone took the dress up theme to heart with an explosion of florals and colour. A number of awards were handed out including a prize for the best dressed lady and gent, that was won by Sphiwe 'Spicy' Magagula and Sibusiso Madonsela.

Event music playlist available [HERE](#). 360 Selfiebooth pics can be viewed [HERE](#).



AWARDS

The **'Marie Kondo' Award** for obsessively cleaning the FS fridge and kitchen - Josias Skhosana

The **'Delegator Jnr' Award** for getting the whole of KZN branch working on Bula Tsela within three days - Spicy Magagula

The **'Do Not Feed' Award** for having to fend off Bula Tsela applicants bearing gifts of food, cool drinks and snacks - Tony Mika

The **'Coolest Cucumber' Award** for calmness under fire - Mandisa Titus

The **'Grit and Determination' Award** for supporting the 'worst' team in the world (Manchester United) - Musa Mkhari & Sibusiso Madonsela

The **'Ninja' Award** for steadfastly refusing to stop wearing a mask long after the big boss said he didn't have to any more - Quintin Bennetts

The **'I should have thought of that' Award** for having a bug he'd stared at and failed to solve for two days being solved by Nic Watson - Ruan O'Neill

The **'Old McDonald' Award** for bringing a little bit of the farm into our lives - Andy Wilson



AWARDS

The **'Crazy Cat Lady' Award** for using his fear of cats as an excuse to not play soccer – Douglas Mabasa

The **'Early bird' Award** for doing a funnel at 9am and then sleeping the rest of the day – Kgotsotalang Maganya

The **'Hi Julie!' Award** for always having the loudest entrance to a meeting – Shani Zoutendyk

The **'Elon Musk' Award** for his get-rich-quick schemes on the block chain – Stephen Berg

The **'Secret Crush' Award** for his love affair with Joburg over Cape Town – Stuart Pattison

The **'Put the "Fun" in Fundamentally' Award** for fundamentally ensuring all of Singular fundamentally understands our fundamental purpose, fundamentally – Dave Elliott

The **'I've got a powershell script for that' Award** for having a powershell script to fix everything and anything, including life itself – Cadyn Bridgman

The **'When everything is urgent, nothing is urgent' Award** for marking every email as 'High Importance' – Ben Mabena

ONGOING TRENDS IN CAPE TOWN

Over the past three months we have been doing a few initiatives, like surfing and soccer, as an after-work activity. The guys all get together and have a surf in the early hours of the morning to be refreshed for the day. The soccer lads, play after work and enjoy a good laugh.

The last event we had were our fines evening on 21 October. Throughout the year we send an email to the assistant of the fines master (whomever the fines master may be) of silly things we have done throughout the year and these all add up to fines per person. 1 fine = 1 shot 😊. It was a great evening, and we all had a

fabulous night. Many thanks to Juls for presenting and for hosting us.

In other news...

[Cindy Amoedo](#) married Brett on 10 December. Congrats, Cindy!

The [Cape Town office revamp](#) is now complete, with some new boardrooms and an upgraded kitchen area.

[JP Swart](#) and [Julian Springer](#) presented at the Azure Bootcamp. The feedback was overwhelmingly positive with many of the Singular team also in attendance. ■

SINGULAR'S SUPERWOMEN

We would like to thank and appreciate each and everyone of these ladies for taking care of us during the year.

Esther Ngwenya

The Best Barista



Favourite family meal for the holidays?

Pap and lamb chops served with gravy

Favourite Singular dish?

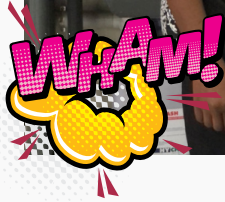
Grilled chicken served with butternut, sweet potato and green salad

Plans for the holidays?

Travelling to Botswana for a wedding with the family



Lungile Dumakude



Favourite family meal for the holidays?

Beef strips with rice and salad

Favourite Singular dish?

Spaghetti Bolognese

Plans for the holidays?

Planning to get some downtime in Durban



People of Singular
Spicy

Nozipho Khumalo

Favourite family meal for the holidays?

Braaied chicken with rice or potato wedges and salad

Favourite Singular dish?

Sweet and sour chicken with rice

Plans for the holidays?

Resting and catching up with the family



Favourite family meal for the holidays?

Grilled chicken with a variety of salads and custard and jelly for desert

Favourite Singular dish?

Sweet and sour pork with rice

Plans for the holidays?

Visiting family in KwaZulu-Natal

Rebecca Shezi



DRESS CODE

Understand your context and audience, and apply logic

Presentable and appropriate ✓

Well-groomed ✓

Neat and tidy ✓

You're good to go!





People of Singular
Mwazvita

WORK-FROM-HOME

- Hit your deadlines from home up to 3 days a week.
- Guidelines may differ per division and managers' discretion applies.
- Employees without adequate infrastructure to work from home (this includes back-up power during loadshedding), must come in to the office.



Thabile Mbatha

Favourite family meal for the holidays?

Pap with either wors or steak served with gravy

Favourite Singular dish?

Lamb chops with rice and gravy

Plans for the holidays?

Spending quality time with the family



Thabile Khumalo



Favourite family meal for the holidays?

Grilled chicken with either pap or rice served with gravy and salad

Favourite Singular dish?

Quarter chicken with either pap or rice and gravy

Plans for the holidays?

Heading to KwaZulu-Natal to visit family

Patience Maki

Favourite family meal for the holidays?

Grilled chicken served with butternut and green salad

Favourite Singular dish?

Beef strips with rice and gravy

Plans for the holidays?

Heading to the Eastern Cape to spend quality time with the family





WHAT'S HAPPENING AT SINGULAR LONDON?

The Singular UK team has had a very busy few weeks in the lead up to the festive season. The team has been busy working on Salary Finance, British Engineering Services, Clever Profits, Tourvest and Neolend for the UK.



JP Maurel recently joined the team for a whirlwind tour up to Manchester and all over London. While he was here, we had our year-end function which involved some indoor golf, a pint at Waxy O'Conner's, dinner in Soho and a few drinks at an underground speakeasy. JP also treated the team to rugby at Twickenham where the Boks managed to give the Poms a hiding. It was a very special day out!

FINANCIAL SERVICES TRIUMPH

Bula Tsela

The Old Mutual Bula Tsela journey started in April 2022 with an in-depth RFP process which Singular was awarded at the end of May 2022. We then had the exciting job of implementing and resourcing this from start to finish in under two and a half months. This monumental task was undertaken by the Financial Services team ably assisted by Scrummy Bears and Marlborough

(the ultimate ninja). Morag and her capable team employed over 40 extremely talented call centre agents, while Jessie (our latest legal eagle) managed to get the 195-page prospectus over the line within the tight deadlines. The Scrummy Bears, aka Christopher Wilmot, (and our ultimate ninja) got cracking on the platform creating a masterpiece in a few weeks with a fully-fledged onboarding application process with multiple Bula Tsela specific



People of Singular
Andrew C

CLANS

If you would like to actively participate in building capabilities in any of the following areas within Singular, please contact the relevant Clan Leader:

- Back-end development & databases - JP Swart
- Front-end development and UX/UI - Kelly Syrett
- DevOps - Cadyn Bridgman
- Governance & security - Chris de Klerk
- Service Management - Shani Zoutendyk
- Leadership - Kyle Dutton



People of Singular
Theodora & Esther

"The Bula Tsela scheme IPO is another perfect example of how the unbelievable team at Singular always pulls together for a common cause. We had staff from different divisions assist with document uploads, and the learners added huge value when the volumes escalated rapidly and without everyone's support, this would not have been the success it has turned out to be."

Grant Bailey

complexities. Not only was all of the above implemented on time, under budget (yes, you don't hear that often) with little to no bugs but the call centre was abuzz with an additional 45 team members. The call centre infrastructure, predominantly managed by the famed Ms Mo, was set up with new desks, chairs, PCs, telephones and a lot of tea and coffee in a flash without any disruptions to existing services. The 80 plus strong call centre team went through an intensive one week "training camp" expertly managed and run by the scheme leads and the training team.

22 August 2022 arrived without a hiccup and the IPO was launched! The call and email volumes grew over the next two months in excess of 80,000 calls and 45,000 inbound and 25,000 outbound emails were managed by the call centre agents, not to forget the 530,065 documents uploaded with a total of 2.5 million pages. All hands-on deck! We even got Mr Roger (Badger) Fuller-Good to process eight profiles, not bad considering there were 92,000 applicants with a profile on our platform. The call centre and platform managed these extreme volumes exceptionally well, which is a massive feather in the Singular cap.

The IPO closed on 24 October 2022, and the team breathed a

very short sigh of relief after multiple early mornings, late nights and weekend work, only to realise that was not the end. This is when the excel wizard appeared to save the day once again (Ms Mo wears multiple hats in Financial Services). We needed to pull all this information, data and documents together to provide a report that blew the minds of Old Mutual and the Corporate Advisors. "The best data we have ever seen..." was the comment mentioned on more than one occasion. Mo could not have sliced, diced, sorted, filtered, VLookup'd etc without the incredible support from Jessie, Gloria and Chris G who drew multiple queries and interrogated the platform day and night to provide the insightful information for the Old Mutual team to make their final decisions. From IPO close to finalisation of the offer again in what felt like milliseconds took just a couple of weeks.

The final step in the process was to allocate the shares to the successful shareholders (sorry Miles - no hard feelings), which Chris managed, checked and double checked in his meticulous manner, once again flawless execution from Mr Wilmot (Jnr).

Grant ■



SOCIAL@SINGULAR

Soccer focus on the Singular JHB derby

Ladies and gents get together every Tuesday afternoon from 17:00 to 18:00 for a good old session of thrilling 6-a-side soccer. The games are not always intense, sometimes all you have to do is pass the ball to Helga (who stands right in front of the goalkeeper for the whole game) to score.

Now, throw in a couple of derbies between Singular Financial Services and Singular Systems Joburg and you have the perfect recipe for the ultimate show down. Systems managed to win the first derby and Services came back with a 6-5 win. This meant a decider was needed in order to declare an overall victor. The final showdown took place on a sunny Tuesday afternoon where the two teams locked horns, both armed with an army of substitutes and

after an intense hour of tactics, skills and flair, Systems emerged victorious with a 6-2 win, securing ultimate bragging rights and claiming the Cosmos cup which has been around since 96'.

It has been a great year of soccer and we look forward to kicking-off again next year. We would also like to wish Stuart Cloete, who took the term break a leg a bit too seriously, a speedy recovery.



Battlefield 4 tournament

The team is currently in an off season and are not playing but there have been some highlights to look forward to. In the last quarter, we had our bigger Singular gaming event where some of our senior members joined. Loadshedding definitely caused a lot of headaches for our players as joining became a struggle, and this impacted us as we could not maintain our regular winning streaks as usual.

Nevertheless, next year we will kick off again with a boom, with clan vs clan matches lined up with lots of teamwork to follow.

We will also introduce a few more internal Singular games for casual fun, but more to be revealed in 2023!

Thanks to everyone's participation this year! It served as a wonderful social platform to get to know more people within Singular.

Louis ■

Singular golf tournament

Thanks to our executive team we have been able to organise a round at River Club for four balls scheduled to take place on 23 January 2023. All spots have been taken and there will be a total of 16 people participating.

Nikita ■



CAREER COACHING

How is your performance management going?

If you are a Career Coach and need some guidance on fulfilling the role effectively, or if you have concerns about how you are being coached, please reach out to Kirstin Purves. She is here to support you!

Remember to have regular (at least monthly) one-on-ones with your Career Coach and Project Lead. Ensure that they are aware of your personal career goals and that you understand what Singular's business objectives are in order to get the most out of those sessions.

DID YOU KNOW?



The **Anders Hejlsberg** room in Cape Town is named after the Danish software engineer who co-designed many programming languages and development tools. He currently works for Microsoft as the lead architect of C# and core developer on TypeScript.

LAUGHTER IS THE BEST MEDICINE

A guy goes in for a job interview and sits down with the boss.

The boss asks him, "What do you think is your worst quality?" The man says "I'm probably too honest." The boss says, "That's not a bad thing, I think being honest is a good quality." The man replies, "I don't care about what you think!"

LOL



YOUR OPINION MATTERS

We continue to look for ways to improve future content as we build the newsletter. What better way to make improvements than to hear from you the reader?

So please feel free to hit us up with any fresh ideas for content or features you would like to see in upcoming newsletters.

Email your feedback to:
Sibusiso via smadonsela@Singular.co.za
 or **Musa** via mmkhari@Singular.co.za

Wishing everyone Happy Holidays and safe travels! Until next time...