

## COMPANY PROFILE



Unlocking IT value is a keystroke away

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## About Us

Keystroke is an Information Technology Solutions and Consulting company. We build our teams around the client's domain and technology requirements, offering IT solutions, professional consulting and permanent resources to meet the distinct needs of their business.

We pride ourselves in the diversity of skills and years of experience to source the right people to provide innovative business solutions. At the same time, we strive to achieve competitive advantage by using the most appropriate technology backed by sound industry knowledge to address evolving business and technology challenges.

We have a broad network of skilled people in all disciplines of software development across multiple technologies.

We have three core business units, Business Solutions (Co-Source), Consulting/ Contracting and Permanent Placements.

We mainly focus on Microsoft Technology Stack especially EPM/PPM, SharePoint both on - premises and cloud, Business Intelligence, Datawarehouse Solutions, .Net / C#, SQL Server, Java and Oracle for all Business Solutions (Co-source).

Our Solutions division specialise in;

- ***Project and Portfolio Management***
- ***Managed Application Development***
- ***Managed Testing Services.***

The Consulting and Permanent Divisions provide resources across all technologies, including FIS Compass, Robotic Process Automation – RPA, Machine Learning and Big Data, within the Systems Development Life Cycle.

Keystroke resources are qualified and experienced across all methodologies i.e. Waterfall, Unified Process and Agile (Scrum and DAD (Disciplined Agile Delivery)).

The people we attract have credibility and commitment with a proven delivery track record. We shall endeavour to find the people with the right skills and culture – be it solutions, consulting or permanent placements.

Keystroke is committed to delivery and sharing client's project risks. Keystroke will adopt the pricing model best suited to the client either on a fixed price or time and material basis. We provide cost effective solutions together with lower cost of ownership.

We are outcome based and have a proven track record in delivering business critical projects. Our partnerships with local and international companies further cement our capabilities in ensuring delivery at the right cost.

With a level **2 BBBEE** rating, Keystroke is totally committed to meeting not only the requirements of the ICT Empowerment Charter; but also, to supporting the needs, ideals and spirit of all BEE legislation. Keystroke is a SITA approved ICT provider.



## Vision

**To Unlock IT Value** around the client's domain and technology requirements, offering IT Solutions, Professional Consulting and Permanent Resources to meet the distinct needs of their business.

## Mission

Is to retain our credibility, trust and delivery record to all stakeholders - clients, management and staff, thereby creating a successful environment for all.

## Culture

Culture and attitude are key ingredients for success. Striving for excellence is a culture that lives in our organisation. It is a tangible attitude within all at Keystroke. We recognise that our success is a result of **Trust and Teamwork**, one of our core values.

Underpinning this is the nurturing and development of people, both professionally and personally. Key to any successful organisation is people with a positive attitude and the right toolsets.

*"If you take care of your employees, they will take care of your client's."* – By **Richard Branson**

## Values

In addition to our basic terms of employment requirements of **Breaking China for the Client, Integrity, Responsiveness, Competence and Accountability**, we strongly believe in **Positive Intent and Perseverance**.

*"Persevere to Think Beyond Boundaries, Strive for Excellence, Exploit the Positives and you will inevitably overcome the Negatives."* – By **Siva Pillay**

***Failure is not an option at Keystroke.***

## Key Solutions

Our goal is to provide clients with information technology solutions to business challenges thereby enabling the client to focus on their core services and product offerings.

Keystroke adopts the co-source model which ensures knowledge transfer to the client, which reduces their dependency on us, leading to a lower cost of ownership. We will adopt the pricing model best suited to the client, either on a fixed price or time and material basis. We quote on each phase of the project within the systems development life cycle. The client can decide the feasibility of continuing the project after the review of each phase. The client may also choose to use multiple vendors within a given project, for example, one will be tasked with the architecture and design and another with the construction phase.

Keystroke is skilled in both the Unified Process and Agile methodologies. Teams are built with the appropriate skills and include competencies from Project Management to Testing and Production Support. Our people are subject matter experts in the financial industry and Public sectors.

The Keystroke leadership team have a combined experience of over 50 years in the financial industry.

## Key Resourcing

We use our **network**, built over many decades, to find the right people for your company, **Permanent** or **Contracting**. We work together with the client and potential candidate to ensure the correct skills and culture fit.

We **focus** on **Software Development** resources across all disciplines of the software development life cycle within multiple technologies and include the following competencies:

- Strategic and Tactical Management
- Program and Project management
- Enterprise and Systems Architecture
- Business and Process Analysis
- Software Development and Integration
- Software Configuration
- Testing and Training
- Production Support.

Our Clients



## Youth Development Program

Keystroke has embarked on a Youth Development Program as part of the BBBEE codes of good practice and is especially enthusiastic about our participation in the 'Thuma Mina' – ('Send Me') challenge given to us by our president. The Send Me Challenge can easily be achieved if all South Africans positively contribute, from a personal and/ or business perspective, to build a better South Africa for all. This contribution can be anything - small or large.

We understand that many companies have implemented Learnership programs at various levels. Our experience at Corporates is that these programs are good but fail at the expected levels because 'Mentors' are expected to deliver Business as Usual Projects in addition to mentoring the learners – therefore, the learners do not get the required level of attention. We have therefore devised and implemented an advanced program to guarantee successful certified IT resources, who will perform at a junior level within their respective competency i.e. Junior Developer requiring far less mentorship and supervision.

### How the program is structured:

- Keystroke selects IT candidates with high potential (developers, testers, project administrators etc.) from various training institutions, referrals and online applicants.
- The successful candidates are employed as permanent staff with Keystroke, giving them a sense of belonging.
- The candidates are inducted on expectations, training program, soft skills, culture and values. This is a fantastic opportunity for the client to 'mould' them into their own culture and values.
- The theoretical training includes custom developed material, online training and training and mentoring by a certified trainer. Keystroke is a Microsoft Gold partner with Microsoft Certified trainers and therefore has access to all Microsoft training material. We are also a Silver Oracle Partner with access to training at discounted prices.
- The candidates are allocated a development project on completion of the theory modules. The project is managed using the Agile methodology, including daily stand-ups and weekly 'Show and Tell' (Scrum). The practical training also includes documentation for all phases of the project.
- The application is then presented to a panel including the directors and often results in changes and improvements.
- This process ensures the candidate is equipped with methodologies, project work experience, change control process, team work and presentation skills.
- The candidates engage in a series of tests and exams with the appropriate technology partners i.e. Microsoft, Oracle, SAP, Google, Xamarin, ISTQB and FTI to attain their respective certification.
- The candidates write the IKM tests relevant to their role and competency.
- The duration of the program spans from 6 to 12 months, depending on their IT competency.
- The resource is then ready to be deployed to Keystroke client sites or internal projects. **Keystroke will continue to support and train them where required.**



## Benefits:

- The model benefits four parties, The Client, the Youth, the South African economy and Keystroke.
  - The client is positioned to improve its BBBEE status, balance its cost of economies by employing more junior than senior resources, thereby reducing and sustaining a **lower cost of ownership**.
  - The youth is now an employed, qualified IT professional who can support themselves and their families.
  - South Africa will decrease its unemployment statistics which will lead to a better economy and country.
  - Keystroke has a revenue stream and can employ more people and guarantee its sustainability and growth.

## Siva's View on Youth Development

I agree with the strategy to source international skills **but only for critical skills that is not available in South Africa**. Unfortunately, many companies are still 'importing' international people with skills that are available in South Africa. This has a negative impact on our people and our economy. South Africa lose millions in PAYE, VAT and other income made from living expense. Instead these monies are channeled to other countries when IT projects are outsourced abroad.

Research shows that many people who have completed and passed their IT diploma are unemployed as both the public and private sector are not doing enough to give these people a chance. Several businesses require people with experience and are not prepared to take the risk of employing entry level candidates. **We all started our careers without experience?**

Many companies have implemented Learnership programs at various levels. My experience at Corporates is that these programs are good but fail at the expected levels because 'Mentors' are expected to deliver Business as Usual Projects in addition to mentoring the learners – therefore, the learners do not get the required level of attention. Further, these programs are funded by SETA with very little commitment from the corporates for both funding and guaranteed employment as learners are employed on a temporary basis.

I have therefore devised and implemented an advanced program to guarantee successful certified IT resources, who will perform at a junior level within their respective competency i.e. Junior Developer requiring far less mentorship and supervision. Keystroke employs all candidates as permanent staff from day one of the program, giving them a sense of belonging.

I've been in the Information Technology industry for over 35 years and have successfully developed previously disadvantaged individual in my management role in corporates and my own businesses.

I'm committed, proven that the program works and will continue developing our youth to assist the major skills shortage and unemployment in South Africa.

## Corporate Social Responsibility

Corporate Social Responsibility is a priority at Keystroke Holdings. The key principle that drives our social responsibility is the upliftment and advancement of the youth in our country. We focus on charities which have a drive to instill positive behavioral change in people and promote a thriving society:

### **Western Province Rugby Football Unions Development Programme:**

Proudly supports the South African Government's policy to deliver and sustain sports by means of this dedicated program. The key outcome is to create a change in mindset of our youth by keeping the learners occupied during and after school with sport and hereby escaping the socio-economic challenges faced within their communities.

- It is against this background that the leadership of the union adopted the strategic plan of the union - *Towards 2020* -. The plan seeks to “be the leading rugby union in the world” with a mission of “always to succeed with integrity – in rugby and in life”.



In 2014 Western Province Rugby introduced the Hubs Development Project with the following main objectives:

- Introduce and promote rugby at schools not playing rugby as a sporting code
- Provide learners at school with a life skills and extra-mural activity during and after normal school hours
- Provide educators with coaching skills and an opportunity to apply these skills
- Using volunteer coaches based in the regions to assist with coaching  
Many of the coaches on the programme struggle to find employment as they lack work experience – empowers them to then enter the employment market
- Teach basic life, rugby and sport skills to learners
- Providing access to rugby and sport to learners
- Allow learners an opportunity to play in tournaments and stadiums
- Create opportunity for learners to live an active lifestyle away from drugs and gangs





To sustain this project and strive towards their project goal of introducing 3500 learners every year into the game of rugby for the next 5 years, we need to understand the challenges they face and therefore corporate social investment in this programme is a rewarding way to contribute to our community.

### Girls and Boys Town South Africa:

Their mission is to create opportunities for youngsters between the ages of 6 to 18 years to be educated, develop skills, and to grow and develop into responsible citizens who can make a positive contribution to family and community life. These are normally young ones that will not be suitable for foster care. With professional intervention and programs, the children are making remarkable progress. Apart from the centres where we care for 350 children on a permanent basis, they provide training and counselling to children, teenagers, parents, educators and care-givers in all communities of South Africa where more than 20,000 lives are positively influenced per annum.



Each residential facility is equipped with an IT Learner Support Centre where the youth gets training in IT skills, do their homework and tasks as well as receiving extra tutoring in subjects where needed. Not only do the learners benefit, but also youngsters in the communities who need extra lessons and guidance in certain subjects. With the support offered by our IT Learner Support Centre's and its staff, a definite positive impact is made on the Learners school subjects (education) as well as their very necessary IT Skills. These centres mission is to educate, grow and develop these children into responsible and independent citizens.

## Introducing Our Founder

### Siva Pillay – CEO

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Keystroke Holdings was founded in July 2013 by **Siva**. He started his IT career in January 1983 in the capacity of COBOL programmer. For over 3 decades, Siva can boast several successes that have earned him the credibility and respect from peers, clients and management.

A summary of major successes are as follows:

- Employed by Liberty Life for 10 years. Started as a developer at Liberty and left in the capacity of Senior Development Manager. Before his exit Siva was responsible for the Lifestyle Systems and several large projects which included the Y2K initiative.
- In 1999 he founded and led Skylite Business Solutions, an IT solutions company operating mainly in the Java space. Skylite was the provider of choice to Investec Private Bank and deployed several key projects such as Online Banking, RADAR (CRM System), Retail Treasury Front-end and the Securities System. The maintenance and 24-hour support was also outsourced to Skylite.
- During this time Skylite was also tasked with automating the Discovery Individual Life business. This included the quotations and servicing systems.
- In 2001 Skylite was sold to Paracon Holdings, a JSE listed IT company. Siva was appointed MD of Business Solutions and serviced multiple clients until his exit in 2003.
- He joined Discovery Group Risk in the capacity of CIO in 2006 after a break from the IT world. Siva was responsible for the replacement of the Group Risk systems which included the development of the quotations, installation front-end and deployment of the SunGard Compass package. He was also made accountable for the Group Risk Operations, which included billing, underwriting, claims assessment, claims payments and client & member servicing. The new systems and administration efficiencies were major contributors to the massive growth of the business, over 5 times the API in 6 years.