



**THINKERS  
INNOVATORS  
DISRUPTORS**





# AHEAD SINCE 2012

The Pivotal Group was founded by Paul Hutton, Joel Stransky and Bruce Arnold. Our entrepreneurial team was later joined by Lisa Maino.

Launched in 2012, Pivotal pioneered voice biometrics in the financial and telecommunications market. Over time, the company has grown to include nine divisions across multiple sectors.

The name Pivotal speaks to our role at the centre of the action, and at the heart of things. Our success is largely due to our partnership approach: we work closely with our clients, providing insights that drive business forward. We are curious, inquisitive, and interested.

# ONE GROUP WITH SPECIALIST DIVISIONS

The Pivotal Group implements disruptive technology solutions. That may mean taking existing systems and reimagining them or creating new products, tools and services, which add business value to our clients.

We are an organisation of experts. Our combined and complementary knowledge has resulted in game-changing innovation.

Our shared-services model ensures that resources such as finance, legal and IT can be leveraged across the group. The result is a better integrated, more agile business.



Customer experience | Enterprise telephony | Collaboration | Infrastructure |  
Facilities management | IT managed services | Hosting | Networking

Pivotal Data is an expert managed services provider that addresses the business needs of the modern enterprise through its key technical competencies and skills, coupled with a solutions set comprised of business-critical physical infrastructure, and best-of-breed Enterprise Communication and IT solutions that are fully enabled at the voice authentication level, delivered over IP-enabled infrastructure from a fully geo redundant data centre.



Customer identification and verification | Improved security | Fraud prevention

As a leader in voice biometric authentication, OneVault unlocks the power of an individual's voice – providing secure remote verification. We are proud to include customers from the financial services, telecommunication and health industries and who recognise us as the voice biometric specialist in the South African marketplace.



Projects | Services: cleaning, hygiene, outsource services | Facility management

Pivotal Facilities delivers integrated facilities management solutions that drive increased efficiencies and cost effectiveness. With a deep understanding of the complexities of multiple industries, we offer tailor-made solutions with modular services that can be implemented separately depending on a client's needs.

As a result, companies are able to reduce risks and associated costs by focusing on delivering their competitive advantage, whilst enhancing service delivery within non-core functions. Our solutions are fully scalable ensuring capital investments in infrastructure that support and drive business objectives.



Physical security | Surveillance | Technical installations | Workplace emergency  
management | Consulting

Pivotal Security puts the people on the ground and the technology in the cloud to deliver world-class solutions that cover all aspects of a business, including the protection of both physical and non-physical assets.

We are continuously evolving to address the ever-changing environment and its associated risk factors.



Scientific recruitment | Training | Retention | Career guidance

Our talent management technology is a world-first. Its revolutionary algorithm optimises staff recruitment, development, and retention – putting perfect-fit talent to work. Pivotal Talent is also invaluable for those seeking career guidance: students, professional sportspeople, or individuals wanting to fundamentally change their careers.

Our approach is multidisciplinary, drawing on diverse fields of human behavioural sciences – including neuroscience, ethnology, organisational theory – and many more. This 'integrated task database' makes Pivotal Talent powerfully predictive.



Enterprise mobility management and mobile threat detection | Mobile expense management | Digital communication & engagement | Data analytics and 'single view' intelligence | Digital transformation and related software services

With 25+ years' industry experience, Knovation Solutions caters for the corporate sector of the market in the provision of innovative mobility, data, analytics and digital solutions and services. Our partners are best-of-breed global brands and technologies – matched with expert local knowledge and unrivalled support capability.



Professional Healthcare Project Consulting | Hospital Operational Management

Pivotal Healthcare provides specialised healthcare management and consulting services to hospital projects at any point stage in their project lifecycle. We provide services in both the private and public sectors, ranging from acute to sub-acute facilities, across Africa.



Performance dashboards | Customer experience analytics | Interaction Analytics | Predictive analytics

This is a specialist data analytics business, focused on developing solutions to address the growing need for analytics and insights in the customer service and sales field. Our goal is to provide transformational knowledge geared at smart customer insights leading to predictive sales and service within your organisation. Our actionable insights are aimed at reducing costs and increasing revenues, improved levels of service and happier interactions.

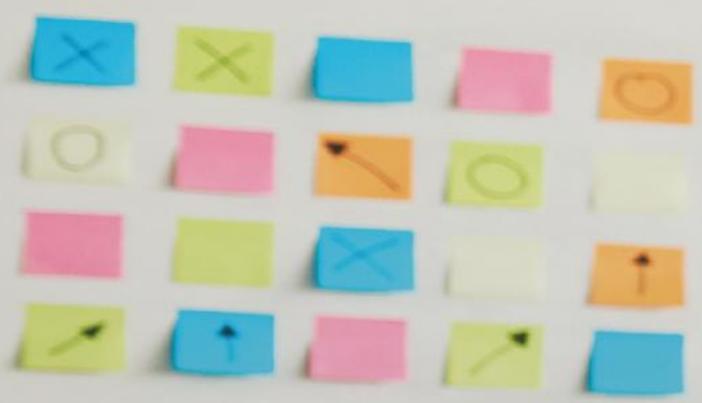


Recruitment | Talent Retention | Consulting

SelectOne is a dynamic, forward thinking and disruptive Talent acquisition and retention partner. We are revolutionising the traditional and outdated recruitment process through the use of science and AI, through the use of science and sophisticated analytics.

# GROUP CLIENTS





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