

SHARED SERVICES

INFORMATION COMMUNICATION TECHNOLOGY (ICT)

Trustco's ICT department has been an integral part of the group since its inception. The importance of ICT as the burgeoning force of innovation was hardcoded into Trustco's core, and as the prevalence of technology in business grew exponentially, the group was ideally placed to leverage that early decision to rely on ICT based solutions into world class systems that have powered the different segments until today.

Innovation has always been a cornerstone of the group's success and so too it has been with the ICT department. As the group grew, the department always sought out custom built software solutions, built upon commodity hardware to enable both speed of business operations as well as reliability of business systems.

With the advent of several new core businesses in the group, the ICT department has stepped up to provide core business systems and enable quick start up levels of performance to the newest segments of the group. It expanded its ambit to not only be key in meeting strategic objectives of existing segments, but also in terms of corporate and ICT governance in order to ensure all stakeholders have relevant up to date information and are able to make well informed decisions.

The group's ICT department has always been a premier solution provider to Trustco's diversified business segments and is a core support department in the shared services segment.

HARDWARE AND INFRASTRUCTURE

The group has upgraded its core server infrastructure and now operates a Hyper-Converged Infrastructure (HCI) private cloud that integrates computer, storage, virtualisation and networking in a full stack solution. This enables the group to take full advantage of a green energy efficient data centre. The core services with structured data (standard database environment) is stored on the new Hyper-Converged cloud between the primary, secondary (DR) and new tertiary (DR) data centres.

With constant growth and change a natural feature of Trustco, network infrastructure is continuously tested as to its efficiency to handle an ever growing load. A sustainable maintenance plan is also utilised to ensure regular upgrades of the backbone to manage the anticipated increases in capacity required.

SOFTWARE DEVELOPMENT

Trustco's Software Development Life Cycle (SDLC) methodology underpins all the premier in-house software solutions that power the business segments, remaining in use from the start of specific projects, through to the maintenance cycle, ensuring these solutions serve the needs of all stakeholders. Trustco's mature change control process promotes extensive business involvement and ensures that all projects, big and small, meet the needs of the specific business segment without compromising quality, security and integrity of the group's ICT resources.

ICT SUPPORT MANAGEMENT

For the ultimate in service delivery, the ICT department of the group maintains a ticket logging and tracking system within each country to support users and each deployed software solution. This ensures that no service requests are overlooked, and more importantly, that service levels can be maintained with an appropriate prioritisation process to escalate urgent items.



FACTS

Trustco opened its doors in 1992 at the start of the digital revolution, and as a result, innovation via ICT is hardcoded into its core. Trustco's ICT department has always played a crucial role in enabling the business to meet its strategic objectives and providing all stakeholders with relevant and up to date information they must have to make well informed decisions.

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ICT SECURITY MEASURES

As per industry standard, all users are required to authenticate themselves before gaining access to Trustco's network. As such, the group strives to maintain security by maintaining and enforcing password strength policies and conducting password audits to ensure compliance and fair use of ICT resources. While this has been quite successful, there is some evidence of security fatigue setting in with users, and the ICT department has resolved to combat this by reviewing and adjusting its policies as recommended by global best practices to pre-emptively prevent any security fatigue from affecting the integrity of its systems.

ICT POLICIES AND PROCEDURES

The usage of ICT resources is governed by ICT policies that users must sign off and confirm as read and understood before access is granted. All usage is monitored and random spot checks are regularly performed to ensure compliance. These policies are updated and revised regularly as required by the ICT governance charter and policies of the group.

Trustco Fleet Management Services provides the business segments, management and employees with essential transport solutions and a well maintained, cost effective fleet of vehicles to ensure effective service to the group's customers across Namibia and South Africa.

The human resources department is a multifunctional department operating in Namibia, South Africa and Sierra Leone. The department provides and manages training, recruitment, payroll administration, orientation, skills development, discipline, compliance, employee assessments, occupational health and safety as well as a corporate wellness program.

The group legal department provides in-house legal and advisory services including statutory and regulatory compliance, services, IP portfolio management, management of external legal service providers and management and mitigation of litigation.

This department provides company secretarial services to the Trustco group of companies. The company secretary advises the board and its committees on the Namibian and South African Companies Acts, King IV and the JSE and NSX LR's. The company secretary provides professional corporate governance services and ensures all statutory duties and functions are performed.

The audit, risk and compliance department, in conjunction with management, assists with implementing, maintaining and strengthening the system of internal controls to enable the ongoing identification and monitoring of an effective and sustainable risk management framework. In compliance with the requirements of King IV report, a Chief Audit Executive (CAE) has overall responsibility for the internal audit function. The internal audit function which was performed in-house in the past, is now co sourced with EY and PwC. This enhances independence and contributes to keeping current with best practice. The internal auditors are invitees to the ARC meetings and report to the ARC.

The group finance and treasury function assists the board of directors with their oversight function as well as managing liquidity risk, capital reserves and forex risk. Finance is also responsible for the accounting of group results that are audited by the independent auditors of the group.

FLEET SERVICES

HUMAN RESOURCES

LEGAL

COMPANY SECRETARIAL

AUDIT, RISK AND COMPLIANCE

FINANCE AND TREASURY

SHARED SERVICES

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SEGMENT EXCO (f.l.t.r): Riaan Bruyns (Group Head: Legal), Floors Abrahams (Financial Director), Marlida Jacobs (Head: Treasury), Amanda Bruyns (Company Secretary), Tania Claassen (CFO) and Elmarie Janse van Rensburg (Group Head: Corporate Affairs)
(In front): Wayne McTeer (Group Head: Audit and Risk and Compliance) and Desmond van Heerden (Group Head: IT)