



Company Profile

Pragma Group

Enterprise Asset Management Engineered

Since 1990



www.pragmaworld.net



1 Message from Adriaan Scheeres, CEO

“The asset management industry stands on the edge of some fundamental shifts that will shape the future of the industry. Many asset managers have afforded themselves little time to bring the future into focus and to consider how they will operate in 2025, which will be significantly different to today’s methods and procedures. Asset life cycle management will become a key business differentiator for top performing enterprises.

Changing technology will always challenge the status quo. But, if you base your enterprise asset management strategies on sound engineering principles, there is no need to fear the future.”

2 Who is Pragma?

Pragma is an engineering company that specialises in the delivery of enterprise asset management solutions to asset intensive industries. Since our establishment in 1990, we have developed software tools and asset management practices, packaged to deliver best in class solutions in various industries, balancing asset performance, cost and risk.

Pragma has built a global footprint with regional offices and partner representation in Africa, Europe, Australia and Latin America. Our head office and development centre is in South Africa. We have partnerships with various companies to extend our service offering into more continents.

We understand that the core objective for our clients is to deliver their value proposition through consistent product and service delivery. Reliable high performing assets supported by sound asset management practices are key elements to achieve this, but often rank too low on a business’s list of priorities.

This is where Pragma can add value. We take care of our clients’ assets while they focus all their attention on their core business objectives. Our engineers and consultants actively support our clients’ asset management strategies, based on the clients’ needs and guided by our asset management road map.

Leading global organisations have trusted us with their assets for more than two decades. Our largest current client has partnered with Pragma to manage their asset portfolio in 172 countries. To learn more about our partnerships with clients, watch [The Shell Journey](#) on our website.

Pragma is a privately owned company with more than 580 employees. We pride ourselves on having a highly engaged workforce, with a single focus to deliver well engineered asset management solutions for asset intensive enterprises – giving our clients peace of mind that their assets are being looked after 24/7.

3 Our approach The Pragma Way

Pragma has invested an immense amount of resources and money to build an asset management road map, which is currently used as a guide for our engineers and clients to define, implement and maintain their asset management system during an asset's lifecycle.

The road map is well documented comprising business processes, key performance indicators, software tools and training material. All business processes are aligned with ISO 55000.



4 The Pragma Group

Pragma Holdings acts as an investment vehicle for the group and provides strategic and operational guidelines for operating entities. Group Shared Services are hosted within Pragma Holdings offering financial services, ICT, corporate communications and human capital services.

Pragma Africa delivers enterprise asset management services, which includes the technical management of assets and facilities management, to clients in Africa. Our consultants also offer training and assist with implementation and optimisation of EAM systems such as On Key and SAP® PM.

Pragma R&D is responsible for the development, improvement and maintenance of the Pragma AC Partner pack in support of our global strategy.

Pragma Academy delivers a range of blended learning short courses, focusing on basic and advanced principles and best practices in Enterprise Asset Management and maintenance. Companies

have the option to request these courses to be customised for their purposes and presented at their own premises.

Martec, a Pragma group company, is a specialist supplier of condition monitoring products, services and expertise that gives clients insight into the health status of critical assets for enhanced equipment reliability.

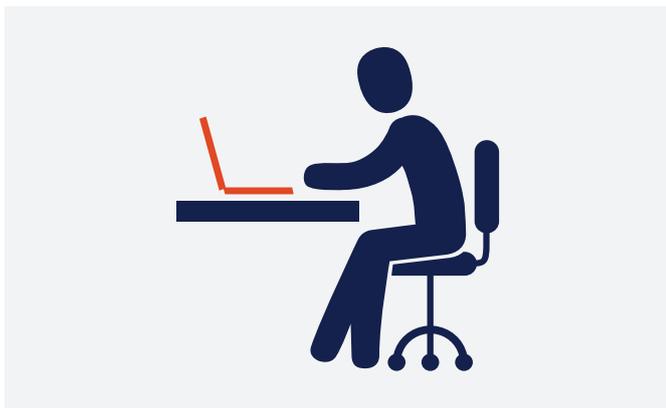
Pragma Europe delivers asset care services, consulting, training and the On Key EAM system to clients in Europe.

Partners and Value Added Resellers also represent Pragma around the globe, extending the reach of our Asset Care service and On Key EAM system.

5 Our Service Offerings

The Asset Care Service

Our Asset Care Service is based on a partnership model that is geared to yield results and ensure the delivery of mutually agreed day-to-day maintenance activities. Together with your own team, our asset care engineers will use our sound methodologies and tools to transform the way you manage your maintenance. We will ensure that your maintenance management business processes, systems and daily work practices are aligned to form the backbone of your enterprise asset management system in support of your organisational goals.



Facilities Management

In any operation, maintaining the support infrastructure is as important as maintaining the assets itself.

Our business model ensures that clients have one point of contact taking care of their assets and facilities. We bring Facilities Management to life with one system and a set of engineered business processes informed by best practices and industry compliance requirements.

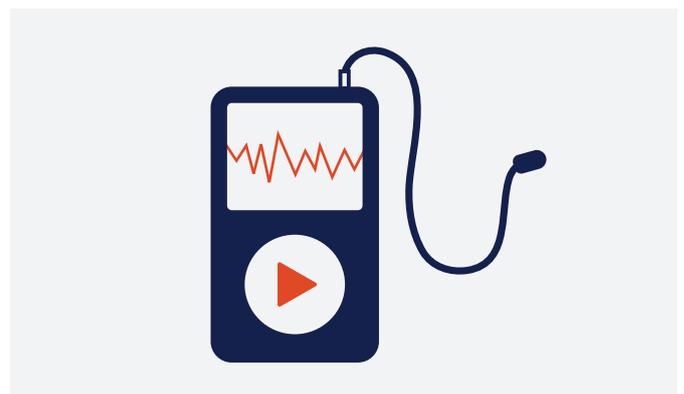
This, combined with the implementation of

strict service level agreements and contractor management allows us to ensure consistent, high-quality service delivery aligned with our clients' organisational goals.



Condition Monitoring

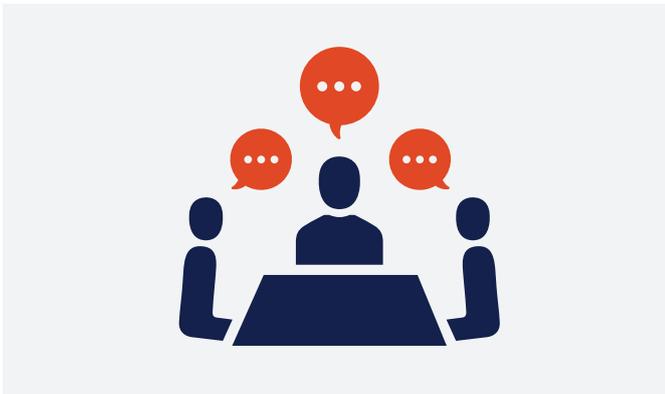
Our specialist condition monitoring services can be used standalone or integrated with your reliability teams and our asset care services. Condition monitoring enables you to receive early warnings of hidden defects in mechanical or electrical assets. With integration, corrective action can be conveniently and effectively planned and managed to achieve high asset availability with lowest cost. The comprehensive services also include asset life status determination, functional performance monitoring and energy loss management to suit your needs.



5 Our Service Offerings

Consulting / Projects

With our senior consultants, you have access to experienced engineers to troubleshoot your existing asset management strategies or provide comprehensive lifecycle improvement plans for new assets or facilities. We have a large group of ISO 55000 certified engineers who are able to assist you in implementing the latest thinking in asset management.



It is designed to create a sound maintenance structure in the organisation and is supported by business processes to guide technicians and ensure that management has access to credible data.

Specialised Training

Our course content is designed to cover the full spectrum of your enterprise asset management training requirements. To ensure the successful development, implementation and execution of an asset management strategy, synergy is needed between management's vision and operational teams' planning and execution.

To achieve this we offer courses designed for the entire organisation according to strategic, tactical and operational categories. We can also assist with customised training solutions.



Tools and Technology

Annually, Pragma invests millions into the research and development of our software tools. On Key, our best-of-breed EAM system, is the result of focused dedication to delivering asset management value to both small and large enterprises across various industries.



6 Our Market Focus

The value that our service adds to the bottom line of our clients is evident in the longstanding contracts that we have around the globe. Our clients span a wide range of asset intensive industries including:

1. Distributed Facilities

- Petrochemical
- Food and miscellaneous retailers
- Private healthcare
- Commercial shopping malls

2. Manufacturing

- Automotive
- Pharmaceutical
- Liquid food and dairy
- Paper and plastic

3. Original equipment manufacturers (OEMs)

- Retail food and beverage
- Mining fleet plant
- Construction yellow plant and cranes
- Alternative energy

4. Mining and Minerals

- Tier 1: Base metals, gold and diamonds
- Tier 2: Contract coal and gold
- Repair and maintenance contractors
- Cement

5. Local Government

- Health
- Metro municipalities
- Electric and water utilities
- Alternative energy



Visit <http://www.pragmaworld.net/sectors/> to view our list of clients and case studies.

7 Our Value Proposition

Our proposition to clients is that they will benefit from a sustainable improved return on their asset investment. This will be evident in ten specific areas:

Reliable assets

We ensure the reliability and availability of your assets and prevent unplanned stops.

Asset condition

We ensure that you have an objective understanding of the condition of your critical assets.

Assets that perform at their optimum

We ensure that your assets deliver quality products and services efficiently.

Optimal maintenance/operational cost

We eliminate wasteful costs and ensure optimal utilisation of resources.

Delayed capital expenditure

We ensure that your assets are maintained well to extend their useful lives.

Compliance and peace of mind

We ensure that asset risks are managed in compliance with regulations and standards.

Available information for effective decision-making

We provide timeous and accurate information to support effective decisions.

Asset management expertise and experience

You will have access to experienced engineers using Pragma's methodology.

Continuity and sustainability

We ensure that your processes are not interrupted by staff turnover.

Service efficiency

We ensure that your facility infrastructure services are provided with efficiency at best value.

8 Our Strategic Vision

smart(er) EAM solutions = smart (people + assets + operations)^{engineered}

Industry 4.0 or “IoT” is gaining momentum – soon everything that can be connected will be connected. Smart technologies are already helping people to make better decisions daily, from taking the fastest route home to finding lost keys.

As machine-to-machine (M2M) communication and networks of data gathering sensors improve, new opportunities are created. The collection of data on shared networks will dramatically improve planning and will ensure effective and efficient asset management that results in cost savings. Sensors deliver huge operational benefits by generating data on fault reports, readings, updates and alerts. They will become the foundation for accelerated,

proactive asset management.

As data mining capabilities improve and the digitisation of business processes and certain job functions accelerates, the world is becoming smarter. The enterprise asset management sector will follow suit to become easier, leaner and more flexible. To survive in the future, we should embrace these technologies and rethink the way in which asset management is executed.

By blending smart people and smart assets with smart technology, untold value can be unleashed in every business. To deliver future value to our clients, we are positioning ourselves to develop and implement technology solutions in our target industries.

9 Our Company Values

Pragma has four core values that are entrenched in our everyday dealings. In short they describe the foundation of our approach to each other, our responsibilities, our clients and towards our company.

Clients

We understand our clients’ needs and we make a positive contribution to their future.

Organisation

We are honest and act with integrity in all our endeavours to grow the company towards a sustainable future.

Engagement

We foster a team environment in which each individual is recognised, valued and developed to support our company strategy.

People

We provide the opportunity for individuals to enjoy their working lives while playing to their strengths.

10 Our people and expertise

A key differentiator and part of our competitive advantage is the collective knowledge and expertise that our engineers hold in the field of asset management.

Apart from personal expertise gained in several industries and on different continents, many of our engineers have specialised professional certifications.

These include:

- 14 IAM certified practitioners
- 3 CAMA certified practitioners
- 2 CMRP certified practitioners
- 12 SAAMA certified physical asset management practitioners.
- 3 SAQA/MerSETA accredited assessors for Asset Management training

Our internal accreditation programme also contributes to the development of our young engineers to ensure that they mature into well-rounded asset management practitioners.

11 Transformation in and through Pragma

As a responsible corporate citizen, Pragma is actively involved in dedicated projects that contribute to transformation in all the regions where we have offices. This involvement includes enterprise and supplier development as well as social economic development

programmes. Pragma has distinguished itself as an employer of choice, honouring equality in gender, race and ability, and offering employees the opportunity to express their knowledge, expertise and skills in support of our company mission.