

Pragma Group Profile

Empowering clients to engineer
a more connected and efficient world.

Since 1990

1 Message from Scott Gibson, CEO



Enterprise Asset Management (EAM) systems and processes constantly evolve, and digitisation has gained momentum in recent years. Modern EAM techniques incorporate practices and tools such as digital twins, mobile maintenance, and predictive maintenance. The ability to monitor the health of assets and predict and timeously act on potential failures has become the norm.

At Pragma, we consistently challenge ourselves and our clients to incorporate these tools into their day-to-day EAM practices. We are here to support you in enhancing efficiencies, generating cost savings, ensuring regulatory compliance, improving decision-making, increasing asset performance, and integrating assets with IIoT and AI. With Pragma by your side, you can confidently navigate the journey towards a more efficient and connected world.

Implementing a modern EAM system gives our clients a competitive edge in today's fast-paced business environment. At Pragma, we take pride in being a trusted partner on this journey, leveraging our expertise to assist our clients in engineering a more efficient and connected world.

2 Who is Pragma?

Pragma is a trusted global leader in enterprise asset management, focusing on making assets safer to use, longer lasting and more efficient.

Through its comprehensive EAMaaS+ offering - which includes consulting, training, and innovative software solutions - Pragma empowers businesses across industries to gain a competitive edge and deliver greater value. It harnesses cutting-edge technology, advanced engineering skills, and empirical evidence to enable the optimal management of clients' assets, maintenance staff, and related resources.

The On Key enterprise asset management product suite is at the core of its offering and is trusted by leading multinational companies. This innovative platform accelerates turnaround times, eliminates human error, streamlines contractor management, and stores critical data for informed decision-making. Recognised as one of the top 14 enterprise asset management systems on the Verdantix Green Quadrant, On Key is pivotal in digitalising maintenance management processes.

Pragma's solutions are rooted in data-driven insights and align with the ISO 55001 standard for asset management systems and the GFMAM Asset Management Landscape. The company is actively involved in shaping the emerging ISO 41001 standard for facilities management systems.

Founded in Cape Town in 1990, Pragma has grown into a global organisation with over 450+ employees, delivering solutions across Africa, Europe, the Middle East, Asia, and the USA. Partnerships with multiple companies allow us to take our services into many more territories. Our investment partner, the Reatile Group, is specifically focused on our global oil and gas industry expansion, while our investment partner, Moshe Capital, is focused on our growth in mining. Pragma is a black owned company with significant black woman ownership and a proud level 2 B-BBEE contributor.

With a client-centric culture and a reputation for excellence, Pragma continues to drive sustainable asset management for industries worldwide.

3 Pragma Group Overview



Est 1990

Decades of market-leading experience



300+

Global clients



R&D

10,600 work-days invested annually into On Key R&D



450+

Employees, of which 45% of operational staff are qualified engineers



04

South Africa, USA, Mexico, The Netherlands



46

Countries in which we operate around the globe



ISO

9 000 (NL) and 27 001 Certified
Shaping industry standard
41 001 and 55 000

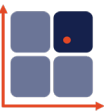


Profitable for the past 33 years

Annual turnover €43 mil

Solvency Ratio 3.48x

Liquidity Ratio 2.06x



Verdantix

On Key is recognised as a 2024 Verdantix Green Quadrant Leader for EAM systems



4 Our Value Proposition

Our proposition to clients is to 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 objectively understand 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.

Simplifying maintenance management

We remove the complexities associated with resource management, supporting work execution and business processes.

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 timely 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 uninterrupted by staff turnover.

Service efficiency

We enable facilities managers to deliver their services optimally for operational functionality.



5 Our Approach The Pragma Way

Pragma has made a significant investment of resources and capital to build an asset management roadmap. This roadmap, currently used as a guide for our engineers and clients, is a testament to the value we place on defining, implementing, and maintaining our asset management system during an asset's lifecycle.

The well-documented roadmap, which aligns all business processes with ISO 55000, is a comprehensive guide that comprises business processes, key performance indicators, software tools, and training material.



6 The Pragma Group

Pragma Holdings acts as the group's investment vehicle, providing strategic and operational guidelines for operating entities. The group's shared services are hosted within Pragma Holdings, offering financial services, ICT, HSSE, procurement and human capital services. Business Development is responsible for the company's strategic growth and also provides marketing and CRM services.

Professional Services develops our knowledge products and services related to the asset management discipline under the guidance of a knowledge management team. This division forms part of Pragma Africa (Pty) Ltd, a level 2 BBBEE contributor.

Managed Services offers a co-sourced, partnership-based enterprise asset management service, scalable to companies of all sizes and maturity levels. Our proactive and digitally transformed approach ensures an optimum mix of cost, performance and risk. This division forms part of Pragma Africa (Pty) Ltd, a level 2 BBBEE contributor.

On Key Software Solutions focuses on the On Key Enterprise Asset Management suite's design, development, implementation and support. They serve a number of clients globally to ensure the optimal use of the software in support of their asset management operations.

Pragma Netherlands, a Pragma group company based in The Netherlands, delivers asset care services, consulting, training and the On Key EAM system to clients in the Benelux states.

Partners and Value-added Resellers also represent Pragma around the globe, extending the reach of our complete set of solutions. Pragma Mexico, a partner based in Mexico and Dallas, delivers our solutions in North America.



7 Our Services and Products

Professional Services

Enterprise asset management consulting, training and software implementation

Our experience-rich advisory team delivers a range of high-impact projects to clients. They provide trusted, valued advice and skilled support - leading best practices, practical asset management consulting services, access to experienced resources and proven methods.

This team is also responsible for developing and maintaining Pragma's methodologies, best practices, and asset management research.

Our advisors and instructional designers develop and deliver asset management training, from custom corporate training to facilitated public training.

- AM Strategy
- Work Management
- Project Management Implementation Services
- Reliability Services
- Custom and Corporate Training
- Public Training

Managed Services

Enterprise asset management as a service

Our Managed Service is a scalable, co-sourced partnership solution geared to yield results and ensure the delivery of a mutually agreed asset management programme and related day-to-day maintenance activities.

We 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. Together with your team, our engineers will continuously identify areas for improvement and ensure the successful completion of these projects.

We offer fully outsourced solutions for companies with distributed plants, and we even manage the full scope of their contractors (sourcing, training, accreditation, daily work management, and payment). Alternatively, we can help your planning team plan and schedule work and do monthly reporting on several metrics.

- Business Process Outsourcing
- Application Managed Services
- Asset Health Management
- Reliability Engineering

On Key

Enterprise asset management platform

Our software team focus on the design, development and support of the On Key Enterprise Asset Management Suite.

On Key is a best-of-breed EAMS/CMMS for asset owners and maintenance teams that helps organisations manage their assets, resources, and budgets effectively. The system incorporates asset management business processes and intelligent workflows.

On Key is geared with APIs for seamless integrations with other systems, and an impressive business intelligence platform provides access to in-depth reporting. On Key Action offers a range of work management applications that put work directly in the hands of artisans and contractors. On Key Connect is the link that connects smart sensors and IIoT technologies with assets.

On Key is a Leader on the Verdantix Green Quadrant – 2024.

- On Key Product Suite Development
- On Key Licencing Support
- On Key Training
- AM Digital Transformation

8 Our Market Focus

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

Mining and Minerals

- Base Metals
- Coal
- Diamonds and Gemstones
- Heavy Metals
- Limestone and Quarries
- Precious Metals
- Technology Metals
- Other

Manufacturing

- Automobiles and Parts
- Aerospace and Defence
- Chemicals
- Construction and Building Materials
- Electronic and Electrical Equipment
- Farming, Fishing and Forestry
- Food, Beverages and Tobacco
- General Industrials
- Healthcare
- Heavy Equipment
- Original Equipment Manufacturer
- Paper and Printing
- Transportation
- Other

Facilities

- Food and Clothing
- Financial: Banks and Insurance
- Financial: Other
- Pharmaceuticals
- Private Education
- Private Healthcare
- Real Estate
- Other

Public Infrastructure

- Air Transport
- Electricity Distribution
- Electricity Generation
- Electricity Transmission
- Parks and Recreation
- Public Education
- Public Healthcare
- Ports
- Railway Transport
- Road Transport
- Waste and Disposal Services
- Water
- Other

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

9 Our Company Values

Our core values 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.

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

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

Clients | We understand our clients' needs and we make a positive contribution to their future.

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

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.

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

