



The Real **Work**

What we do. *How* we deliver. *Why* it works.



Built **Different.** On **Purpose.**

In a world chasing scale, we choose focus.
We stay small, work smart, and deliver real results with real people.
Owner-led. Hands-on. Fully accountable.
That's how we've earned trust for over 16 years.

Welcome to the group that *keeps it real.*





Real Leadership. Real People.

These aren't just names on a website — these are the people who'll work beside you.



**Roland
Mazery**
Technology &
Security

Roland's walked the floor, led the floor, and built the tech to support it. He's been in BPO for 25 years, and still leads like a problem-solver — not a title.



**Dessica
Ramsamy**
General
Manager

Data-minded. People-led. ROI-focused. Dessica turns insight into action, and teams into high-performing machines. With 25 years of experience, she makes smart feel simple.



**Roger
Gerrish**
Strategy &
Commercial

Roger's the architect. With 20+ years in ICT across the UK and SA, he's built and sold companies — and still gets stuck in. He founded Velociti, leads with courage, and backs his people. Always.



**Sharon
Vernon**
CC Operations
& HR

Sharon doesn't just manage teams — she builds careers. With 15+ years in HR and ops, she creates cultures where people thrive, stay, and grow. That's her real strategy.



**Jo Royden-
Turner**
QA & Platforms

Jo makes quality feel human. With deep telecoms experience across Europe and SA, she builds the platforms that keep your performance sharp and your people supported.



**Sizwe
Magagula**
Field Sales
Manager

Sizwe started as a call centre agent — and earned his way up. He leads from lived experience, and builds field teams that don't miss. Because he never did.



**Sugan
Moodley**
Call Centre
Manager

Sugan's superpower? People. He creates high-performance environments where teams feel seen, supported, and focused on delivering real service — not just scripts.



**Sarah
Pitman**
Sales &
Marketing

Sarah brings strategy with soul. With a background in digital marketing and brand leadership, she connects big ideas with real outcomes — and makes brands feel human again.



Real **work.** Different **Verticals.**

BPO

B2B2C



We connect clients to customers — through real conversations, not scripts. Our call centre teams engage SMEs and consumers alike with empathy, purpose, and results

Telecommunications

B2C



Onbiller and MVNO Services, leveraging our field agent force and our AIMS platform



Distribution of Prepaid SIMS in the informal market using direct selling through field agents

Platforms

B2B



Intelligent QA Services

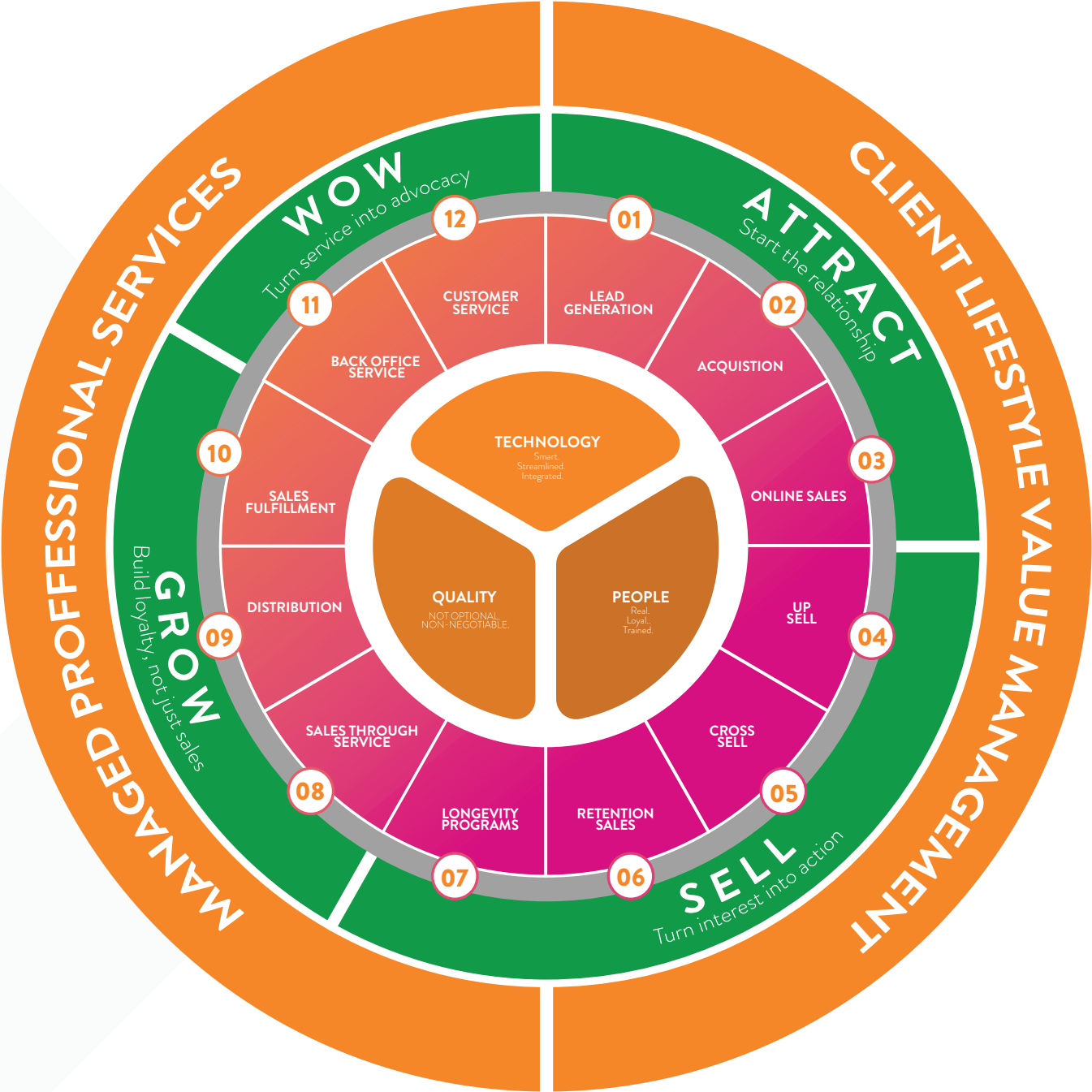


Agent Information Management System



BPO Services

Real Work, Real Results — Across
the Full Customer Lifecycle.
We don't follow the funnel. We
follow the customer.





IQAS

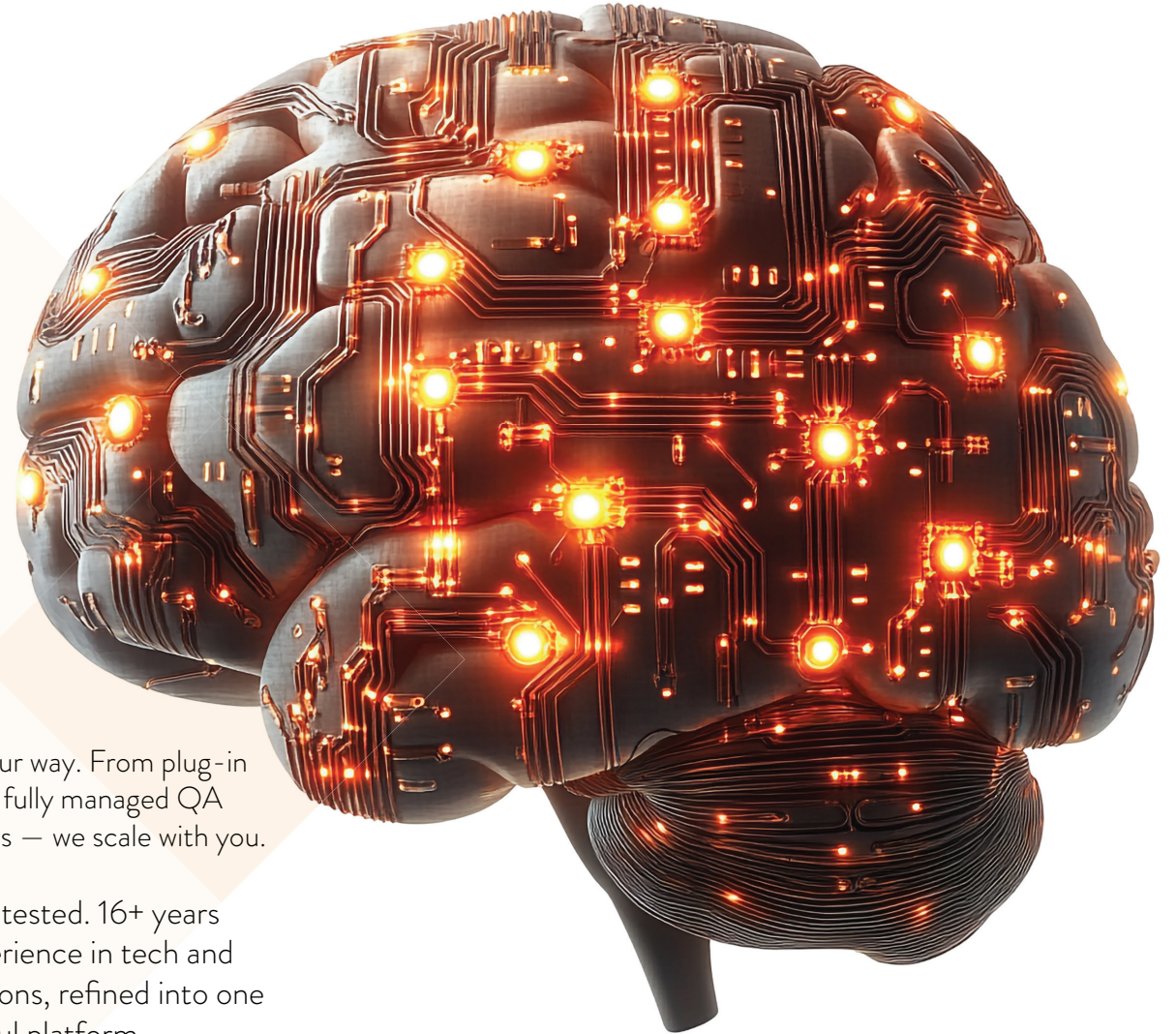
Quality That Thinks For Itself

IQAS 2.0

We've redefined Quality Assurance — not just by adding AI, but by rethinking how humans and machines work together. Our model blends human insight with machine precision for sharper decisions, faster action, and smarter outcomes.

What Makes IQAS Different

- ✓ Human + AI. Not one or the other. Seamlessly integrates automation with real human judgment where it matters most.
- ✓ Smarter than a checklist. Business intelligence meets Quality Assurance for insights that actually drive performance.
- ✓ Built your way. From plug-in tools to fully managed QA solutions — we scale with you.
- ✓ Battle-tested. 16+ years of experience in tech and operations, refined into one powerful platform.





Real Space. Real People. Real Work.

We're not here to show off with glass walls and shiny lobbies. We're here to get things done — together.

Our building in the heart of Durban is more than just a location. It's a hub of real connection, high performance, and opportunity.

This is where 600+ people show up, grow, and make things happen. Where our clients feel at home and our teams feel seen. Where strategy meets street smarts — backed by fibre, security, and soul.

Fast facts:

- 5 floors of focused energy
- 600 employees | 2,000 seat capacity
- Easy access for clients and teams
- Multiple fibre connections & top-tier security
- Dedicated training spaces with real-world tools



Right where you want to be:

- 1 mile from the Hilton & ICC
- 2km from Durban Country Club
- 1km from the ocean & Africa's longest promenade
- 2km from Kings Park Rugby Stadium
- 500m from Kingsmead Cricket Ground

Welcome to the friendliest city in SA — and the call center that keeps it real.





Real **Growth.** Real **People.** Real **Impact.**

We don't just train
people to do the job.
We grow humans for
life — and work.

At CoActivate, development goes
beyond ticking boxes. We take a
whole-person approach that builds
confidence, leadership, and purpose
— inside and outside the call centre.

From personal mastery and
entrepreneurial skills to industry
knowledge and formal qualifications,
we create real opportunities that
fuel growth at every level — from
first job to future leader. This isn't
about checking the box. It's about
changing lives — and transforming
the organisations we're part of.



Personal
Discovery



Leadership
Development



Industrial
Journey



Industry
Exposure



Innovative
Thinking



Activate Your Potential

The Employee Experience





We Keep It Real.

These Are Our Values

Courageous

We speak up, try new things, and own our truth — even when it's uncomfortable.

Connected

We're in this together. We listen, care, and have each other's backs.

Committed

We give a damn. We bring energy, own our work, and keep raising the bar.





Contact Us

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Thank You
