

## WHY ARE WE CHANGING?

- PortsOnline resides on IBM Websphere
- Platform has reached end of life, there is no contractual obligation for IBM support and cannot cater for our changing needs
- Cannot install new update or upgrade software products renders the PortsOnline system vulnerable to security exploitations
- Need to retire the technology before it compromises our operations
- To establish and implement the Pricing Strategy element and Beneficiation Promotion Program (BPP)

TRANSNET



## THE BENEFITS OF THE CHANGE

Significant reduction in the manual processing of orders	Reduced costs for TNPA and customers	eCommerce platform for customers to do business with TNPA	Customers will be able to interact with TNPA across various channels
Will provide more functionality than PortsOnline	More user friendly interface	Improve productivity through customer self service	Customers can maintain their own profiles
Customers can place sales orders	Customers can view current credit limits	Customers can download invoices and statements	

## WHAT'S CHANGING?

### MOVING FROM (AS-IS)



PortsOnline Business Portal



### MOVING TO (TO-BE)



SAP IBO, SAP Hybris with SAP CRM Order Management



VISIBLE CUSTOMER EXPERIENCE

QUOTATIONS • ORDERING • INVOICES • STATEMENTS

## OUR VALUES



### TEAMWORK

1

#### WHAT THIS MEANS TO US

- Work with the rest of the team to achieve one goal
- Cooperate
- Share ideas through teamwork
- Be caring and friendly
- Show respect to others
- Communicate

#### EXPRESSED THROUGH THE VITAL BEHAVIOUR OF:

- Be clear on the end goal
- Be able to state the end goal
- Collaborate actively with team members to achieve the end goal
- Direct yourself and others towards the end goal
- Use meetings and forums to share ideas
- Show respect by listening to the ideas and opinions of others
- Share information and decisions with your team members and check to make sure that everyone has the same understanding

### INTEGRITY

2

#### WHAT THIS MEANS TO US

- Be honest
- Deliver on promises
- Do what is right
- Be transparent with others and yourself
- Be trustworthy and reliable
- Be humble

#### EXPRESSED THROUGH THE VITAL BEHAVIOUR OF:

- Be open and frank without being rude
- When you commit to doing something, do it and do it on time
- Check that what you are doing is the right thing and that it will help us achieve the end goal
- Be modest in your approach and be willing to leverage the knowledge and experience that sits within the team

### ACCOUNTABILITY

3

#### WHAT THIS MEANS TO US

- Understand and deliver on our roles and responsibilities
- Take ownership of tasks that have been allocated to us
- Maintain a positive attitude towards your responsibilities

#### EXPRESSED THROUGH THE VITAL BEHAVIOUR OF:

- Make sure you understand your role and are clear on your responsibilities (if you aren't sure, take steps to clarify)
- Take ownership of your role and responsibilities by attending meetings and implementing tasks allocated to you
- Keep track of project progress on the project plan and deliver tasks on time as detailed in the project plan
- Speak positively about your role on the project and your commitment to delivering on your responsibilities

### DELIVERY EXCELLENCE

4

#### WHAT THIS MEANS TO US

- Deliver quality work
- Deliver work on time
- Encourage and support others to produce high quality work

#### EXPRESSED THROUGH THE VITAL BEHAVIOUR OF:

- Complete your tasks based on TNPA's quality standards
- Complete your work on time
- Drive high quality standards of work output for both yourself and your project team members