

# Intellimali

An Intellimali Publication: April 2018



NATIONAL YOUTH DEVELOPMENT AGENCY  
**OUR YOUTH. OUR FUTURE.**

The National Youth Development Agency (NYDA) focuses on promoting co-ordination in youth development matters. To address the challenges of youth unemployment, reduced access to education and the shortage of scarce skills the NYDA offers scholarships to youth enabling them to study at public

Universities or Universities of Technology across South Africa.

We have been providing our full bouquet of allowance management services to the NYDA since 2016 and are delighted to be of service to this wonderful organization.

## AT YOUR SERVICE

To further enhance our service to you, we remind you that we have added a **DEDICATED** contact number for **INSTITUTIONS AND FUNDERS ONLY**. Please call ...**087 943 2339** ...and gain instant access to the correct professional at Intellimali.

Please **DO NOT** give this number to students but encourage them to call our contact centre.

## MAKE WAY FOR INTELLIPAY

In early April we visited Stellenbosch University to launch our new APP, **Intellipay**, to a student focus group.

With substantially enhanced functionality, Intellipay now enables the student to complete a range of transactions via the APP alongside all the features they are already enjoying. Feedback on design, navigation and functionality was recorded and several ideas received from the students will be incorporated into Intellipay.



Over the next few newsletters, we will introduce you to key individuals in our business, so meet...

### Tamara Koopman (Operations Manager)

Tamara joined the team in 2016 and her key responsibilities include student & merchant support across South Africa. She manages both a contact centre designed to support students and a team on in-field technicians who ensure that merchants receive technical support at all times.

We asked Tamara a few questions:

#### *What is your focus for 2018?*

This year I will continue improving our levels of customer service by ensuring faster response time frames and higher levels of first call resolution to our students and merchants.

#### *What was a memorable moment during your time at Intellimali?*

I received a “Willy Wonka Chocolate Factory” certificate from Intellimali for always having chocolates and treats in my office.

#### *What is your talent /skill/ interest when you are not at working?*

I enjoy working closely with youth in my community to help them develop self-confidence and a “can do” attitude.



## FINAL NSF INTERNS GRADUATE

After an 18-month internship financed by the National Skills Fund (NSF) and administered at Intellimali and its associate companies, the final group of interns enjoyed a graduation lunch.

The graduates completed programmes in Accounting, Contact Centre Support and Project Administration.