

PROFILE: VERONICA MMAKOMA MOTLOUTSI, Founder and CEO of SmartDigital Solutions



Qualifications:

B-Tech: IT (CUT) M-Tech: BIS (TUT), PDBA (GIBS - 2008), MBA (GIBS-2010), Vodacom Senior Management Programme – ASCEND (WITS 2015), Vodacom Advanced Executive Programme (GIBS 2017), IoDSA Director Development Programme.

Awards:

Nedbank Top Performer 2011, Vodacom Women in Red Award 2016; Standard Bank Top Women Awards Finalist (2017); Vodacom-GIBS Top Action Learning Project (2017), National Business Awards - Top Executive Under 40 (2017), Inspiring Fifty Women in STEM (2018), Standard Bank Top Entrepreneur of the Year (2018), Accenture Rising Star Winner – Entrepreneur (2021)

Skills:

Digital Transformation Programmes, Enterprise Architecture, ICT Strategy, ICT Governance, Customer Experience Management, Digital Platforms, Telecommunications, Cloud, Big Data and Network Solutions,

Application Management, Mobile Money & Payments, Business Analysis, Programme and Project Management, Leadership, Strategic Management, Corporate Governance, IT Investment Management, Domain Name Systems, Cyber Security, Corporate Governance. Investment Management and Financial Management.

Industry Experience:

Banking, Financial Services, Telecommunications and ICT, Government, Oil & Gas

Executive Summary

Veronica Motloutsi (41) is one of the leading ICT and education executives in South Africa. She is a highly talented black woman who continues to make her mark in the industry. Veronica is a trusted advisor to CIOs and Business Leaders, with a deep understanding of ICT. She is the founder and Chief Executive for SmartDigital Solutions, a 100% black female-owned fast-growing digital company, build to leverage the benefits of the 4th Industrial Revolution. As a South African company with the Vision of Africa, its mission is to enable its clients to fulfill their digital ambitions and take on a leadership role to help shape the new rules of the game.

In her company, SmartDigital she has been driving different mergers and acquisitions initiatives as part of growing the business.

She previously worked as an Executive Head of Commercial Operations for International Markets (African Operations) at Vodacom, her role entails managing the delivery of customer-facing channels in all Vodacom Markets to achieve the unmatched customer experience, and this includes customer care, online and retail operations. She is driving the CARE implementation programme in the markets (Vodafone CXX programme). Under her leadership, All Vodacom markets achieved the leadership position in customer experience – Position 1 NPS. In this role, she was recognised as one of Vodafone’s 100 inspiring women across all Vodafone’s markets. This was based on her contribution to strive toward improving gender balance across the company.

She also worked for Sun International as Group Manager for IT Strategy and Architecture, In this role she was leading PLAN part of PLAN-BUILD-RUN, thus responsible for defining the IT strategy along with business, defining key priorities (IT Investment) as well as architecture and business analysis team.

In her role at Nedbank, she led the account origination and Maintenance architecture and governance piece. This work resulted in consolidating 300 applications to 33 (IT savings of 33 million). It is for this reason, she was awarded the Nedbank Group Top Performer award.

Veronica spent her career in the architecture and governance space, assisting companies to implement a set of management practices to determine the level and extend of IT investment, making investment decisions, tracking IT performance, and the return on ICT investments. She has also employed King III, COBIT, and ITIL. She has extensive experience in multiple architecture and maturity frameworks such as TOGAF and CMMI. She was instrumental in implementing the Nedbank Enterprise Architecture Practice based on TOGAF Architecture Delivery Method and governance practices.

She is the Deputy Chair at ZADNA, tasked to drive the domain namespace transformation through an inclusive licensing framework and regime. She is also the Independent Director at Vulatel Pty Ltd and a board member at Digital Council Africa.

She has a Masters Degree in Business Information Systems, Post-Graduate Diploma in Business Administration, and a Masters Degree in Business Administration from Gordon Institute of Business Science (Global Module China and Hong Kong). She also completed the Vodacom Senior Leadership programme from Wits Business School as well as the Vodacom Senior Executive Development programme with GIBS (Global Immersion Malaysia and Singapore)

She participated in Vodacom Women Leaders Programme offered by GIBS. In addition, she is United States Professional fellow in the area of Innovation and Technology (Boston and Washington DC). Veronica participated in the Executive Development exchange programme in Massachusetts, Boston. She is a well-traveled and avid reader.

Board Leadership Position

- Chairperson: Celcom Group Pty Ltd
- Deputy Chairperson, ZA Domain Name Authority. Chairperson of Namespace and ICT Subcommittee
- Independent Non-Executive Director, SENTECH Limited, Chairperson : Investment SubCommittee
- Independent Non-Executive Director, Digital Council Africa
- Independent NonExecutive Director, Vumatel Telecommunications Pty Ltd
- Non-Executive Director and Founder, Entsika Foundation
- Tshwane University of Technology Council Member (Resigned in 2019).