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# SYNERGIC SOLUTIONS CONSULTANCY

“Innovative and Transformative Solutions”



# Company Profile

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# About Our Company

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**A premier business solutions provider located in Eswatini, dedicated to empowering organizations and individuals through innovative and transformative services. Our mission is to elevate the region by delivering world-class solutions that foster growth, efficiency, and prosperity. With a team of experienced professionals, we blend local expertise with global best practices to offer a comprehensive suite of services tailored to meet the unique needs of our clients.**

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Synergic Solutions Consultancy was founded in 2021 with a bold vision to transform the business landscape in Eswatini and the surrounding region. From its inception, the company has been driven by a mission to empower organizations and individuals through innovative solutions that pushes growth, efficiency, and prosperity. The founders, a dynamic team of professionals with diverse expertise, recognized the need for a consultancy that combines local knowledge with global best practices, and they set out to create a firm that would become a trusted partner for businesses across various sectors.

Looking to the future, Synergic Solutions aspires to be the premier provider of business solutions in the region. With a focus on continuous improvement and innovation, the company is committed to evolving alongside its clients, helping them navigate the complexities of the modern business landscape.





# Vision, Mission & Values

## Vision



To be the leading provider of transformative business solutions in Eswatini and the region, recognized for innovation, excellence, and our commitment to empowering communities.

## Mission



To unite and empower businesses and individuals through transformative solutions that drive sustainable growth, foster innovation, and inspire limitless possibilities. Together, we build a prosperous future for Eswatini and beyond.

## Values



Integrity

Teamwork

Transparency

Excellence



# Our Team

## **Mlandvo Dlamini**

*Data Analytics & Information Security Specialist*

Mlandvo Dlamini brings a wealth of knowledge and expertise to the organization. He holds a BSc. degree in Computer Science with honours, providing him with a solid foundation in technology and its applications in business. As the visionary leader of the company, he is responsible for setting the strategic direction and ensuring that the firm remains innovative and responsive to the needs of clients. His commitment to excellence and passion for empowering businesses drive the company's mission to deliver transformative solutions that foster growth and prosperity in Eswatini and beyond. Under his leadership, Synergic Solutions aims to leverage technology to create impactful business solutions that address the challenges faced by clients in a rapidly changing environment.

## **Mzwandile Ndlangamandla**

*Industrial & Organisational Psychology Specialist*

Mzwandile Ndlangamandla plays a crucial role in overseeing the day-to-day operations of Synergic Solutions Consultancy. He holds a Bachelor's degree in Behavioural Sciences, which equips him with a deep understanding of human behaviour and organizational dynamics. He is dedicated to optimizing business processes and enhancing operational efficiency, ensuring that the consultancy delivers exceptional service to its clients. He is also responsible for implementing best practices across the organization, driving continuous improvement initiatives that align with the company's strategic objectives. His focus on fostering a collaborative and high-performing work environment contributes significantly to the overall success of the consultancy.



## **Simphiwe Dlamini**

*Financial Accountant & Tax Specialist*

Simphiwe Dlamini leverages her expertise in finance to manage the company's financial health. She holds a degree in Finance and is a certified accountant, enabling her to oversee financial planning, budgeting, and reporting effectively. She is committed to ensuring compliance with regulatory standards and providing strategic financial insights that guide the organization's growth. By implementing sound financial practices and risk management strategies, she plays a vital role in positioning Synergic Solutions for long-term success and sustainability. Her analytical skills and attention to detail help the consultancy navigate the complexities of financial management in today's dynamic business landscape.

## **Sakhile Fakudze**

*IT Infrastructure Management & Systems Administration Specialist*

Sakhile Fakudze is an IT expert specializing in infrastructure management, network security, and systems administration. He has a strong track record of optimizing IT operations and delivering innovative solutions that drive business growth. At a leading reinsurance firm, Sakhile designed and managed IT systems connecting branches across Eswatini, Zambia, Mozambique, and Zimbabwe, ensuring secure and seamless operations. Previously, he played a key role at one of Eswatini's top IT firms, supporting 70% of the nation's retail sector and working on high-impact projects. His technical expertise and strategic approach empower businesses with reliable, future-ready IT solutions.

## **Yanele Simelane**

*Human Capital Management Specialist*

Yanele Simelane is dedicated to cultivating a positive workplace culture and ensuring the well-being of the workforce at Synergic Solutions Consultancy. She holds a Bachelor's degree in Human Resources Management with honours, equipping her with the knowledge and skills necessary to oversee all aspects of talent management, employee relations, and organizational development. She is committed to creating an inclusive environment that values diversity and promotes employee engagement. By implementing effective training and development programs, she helps cultivate a skilled and motivated workforce that drives the consultancy's success. Her focus on employee well-being and professional growth contributes to a high-performance culture that aligns with the company's mission and values.



# Our Services

**Synergic Solutions Consultancy provides a suite of services designed to empower organizations, entrepreneurs and individuals in Eswatini and the surrounding region. Our offerings include:**



## **Financial Services**

*Synergic Solutions Consultancy offers a wide range of financial services designed to assist individuals and businesses in optimizing their financial operations, ensuring compliance, and achieving strategic financial goals. Each service is tailored to meet the specific needs of our clients, leveraging our expertise to drive efficiency and growth.*

### **Tax Preparation**

- ▶ We provide accurate and timely preparation of local tax returns for both individuals and businesses. Our team ensures that all tax filings comply with local regulations, minimizing the risk of errors that could lead to penalties. We stay updated on the latest tax laws and regulations to ensure our clients benefit from all available deductions and credits.

### **Tax Planning**

- ▶ Our tax planning services involve strategic analysis and advice aimed at minimizing tax liabilities. We work closely with clients to develop customized tax strategies that align with their financial goals. This includes forecasting tax obligations, identifying tax-saving opportunities, and implementing strategies to optimize tax outcomes throughout the year, rather than just at tax time.

## Tax Consulting

- ▶ We offer expert advice on complex tax issues, including regulatory changes and financial decisions impacting taxes. Our consultants provide insights into how tax laws affect business operations and personal finances, helping clients navigate challenges such as international taxation, mergers and acquisitions, and estate planning. We aim to empower clients with the knowledge to make informed decisions.

## Internal Audit Services

- ▶ We offer comprehensive internal audit solutions designed to help organizations identify and mitigate risks. Our internal audit services assess the effectiveness of internal controls, compliance with regulations, and operational efficiency. By providing actionable recommendations, we assist clients in enhancing their governance processes and safeguarding their assets.

## Audit & Assurance Services

- ▶ Our audit and assurance services deliver thorough and objective audits that ensure the accuracy and integrity of financial statements. We conduct financial audits in accordance with relevant standards, providing clients with confidence in their financial reporting. Our assurance services also include reviews and compilations, tailored to the specific needs of businesses, ensuring transparency and trustworthiness in financial disclosures.





## IT Solutions

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*Synergic Solutions Consultancy offers a comprehensive suite of IT services designed to enhance business operations, data security, and digital transformation. Our team of experienced IT professionals leverages cutting-edge technologies and industry best practices to deliver tailored solutions that drive efficiency and innovation for our clients.*

### **Cybersecurity Solutions**

*We provide robust cybersecurity solutions to protect client data and systems against various threats. Our services include:*

- ▶ Vulnerability assessments where we identify potential security weaknesses in client systems.
- ▶ Penetration testing is the simulation of real-world attacks which are done to test the effectiveness of security measures.
- ▶ Incident response planning where we develop plans to mitigate and recover from security incidents.
- ▶ Security awareness training which includes educating and providing resources to employees on best practices to reduce the risk of human-based attacks.



## **IT Audits**

- ▶ We conduct thorough IT audits to assess the security and compliance of client IT infrastructure. Our audits evaluate the effectiveness of controls, identify areas of risk, and provide recommendations for improvement. This helps clients ensure the confidentiality, integrity, and availability of their information assets.

## **Digital Transformation Consulting**

- ▶ Our digital transformation consulting services assist clients in leveraging technology to drive business growth and operational efficiency. We help clients identify opportunities for automation, streamline processes, and implement innovative solutions that give them a competitive edge in the market.

## **Cloud Computing Services**

- ▶ We offer cloud computing services that include migration, management, and optimization. Our team helps clients transition to the cloud, ensuring a smooth migration process and ongoing support. We also provide guidance on cloud strategy, cost optimization, and security best practices.

## **Data Analytics & Business Intelligence**

- ▶ We generate valuable insights from client data using advanced analytics and business intelligence tools. Our services include data warehousing, reporting, and dashboarding, enabling clients to make data-driven decisions that drive growth and profitability.

## **Managed IT Services**

- ▶ Our managed IT services provide comprehensive support for client IT infrastructure, including helpdesk support, network management, and device maintenance. We offer flexible service level agreements (SLAs) to ensure that clients receive the support they need, when they need it.

## **Data Recovery & Business Continuity Planning**

- ▶ We help clients ensure business resilience in the face of disruptions by developing robust disaster recovery and business continuity plans. Our services include risk assessment, data backup and restoration, and the implementation of redundant systems to minimize downtime and data loss.

## Software Development and Custom Application Programming

- ▶ We offer custom software development and application programming services to meet specific client needs. Our team works closely with clients to understand their requirements and develop tailored solutions that integrate seamlessly with their existing systems and processes.

## Website Design and Maintenance

- ▶ We provide professional website design and maintenance services to help clients establish a strong online presence. Our services include website development, content management, search engine optimization (SEO), and ongoing maintenance to ensure that websites remain secure, up-to-date, and user-friendly.

## IT Strategy and Roadmap Development

- ▶ We help clients align their technology initiatives with their business objectives by developing comprehensive IT strategies and roadmaps. Our services include technology assessments, strategic planning, and the creation of actionable plans to achieve long-term IT goals.





# Human Capital Management

*Synergic Solutions Consultancy provides a comprehensive suite of human resources services designed to support the growth and well-being of our clients' workforce. Our HR solutions are tailored to meet the unique needs of organizations in Eswatini and beyond, ensuring that they have the right talent, systems, and strategies to thrive in a competitive environment.*

## Talent Management

- ▶ Our services include talent acquisition and recruitment support, where we assist clients in identifying and attracting top talent through targeted strategies and effective screening processes. We implement performance management systems that align employee goals with business objectives, facilitating regular feedback and evaluations. Additionally, we provide employee development programs that focus on enhancing skills and competencies, as well as succession planning to ensure a smooth transition for key roles within the organization.

## Employee Relations

- ▶ We develop and implement employee engagement strategies that enhance satisfaction and retention, utilizing surveys and feedback mechanisms to gauge employee sentiment. Our communication strategies promote transparency and collaboration, while our conflict resolution and mediation services help address workplace disputes effectively. We also guide clients in establishing fair disciplinary procedures and grievance handling processes, ensuring compliance with legal requirements and fostering a respectful work environment.

## Compliance

- ▶ We assist clients in developing and implementing HR policies that align with legal requirements and best practices. Our regulatory compliance audits evaluate adherence to labour laws, providing recommendations for improvement.



## Benefits Administration

- ▶ We assist clients in creating comprehensive benefits programs that attract and retain top talent, including health insurance, retirement plans, and wellness initiatives. Our services also encompass retirement and pension plan administration, ensuring compliance with regulations while maximizing benefits for employees. Additionally, we develop employee well-being programs that promote health and work-life balance, contributing to a positive workplace culture and enhanced employee satisfaction.

## HR Information Systems

- ▶ Our HR Information Systems (HRIS) services focus on helping organizations select and implement the right HR technologies to streamline HR processes and enhance decision-making. We guide clients through the HRIS selection process, ensuring they choose a system that meets their specific needs. Our implementation support services facilitate a smooth transition to new systems, and we provide ongoing training to ensure user adoption.

## Organizational Development

- ▶ Our organizational design services assist clients in structuring their organizations to align with strategic goals, defining clear roles and responsibilities to optimize performance. We conduct job analyses to create precise job descriptions that aid in recruitment and performance management. Additionally, we support culture change initiatives to foster desired values and behaviours, ensuring that organizations can adapt to evolving market demands and maintain a competitive edge.

## Workforce Planning

- ▶ We utilize workforce analytics to assess trends, identify skills gaps, and forecast future hiring needs. This data-driven approach enables organizations to make informed staffing decisions that support their long-term goals. Our succession planning services help organizations prepare for key personnel transitions by identifying and grooming high-potential employees for critical roles, ensuring continuity and stability within the workforce.



## Training & Development

- ▶ We offer tailored training and development programs that are designed to enhance employee skills and competencies, aligning with both individual and organizational goals. Our training initiatives cover a wide range of topics, including leadership, technical skills, and soft skills development. We also conduct needs assessments to identify skill gaps and customize training solutions accordingly.

## Diversity & Inclusion Consulting

- ▶ Our approach begins with a thorough assessment of the organization's current diversity and inclusion practices, identifying gaps and areas for improvement. We work collaboratively with clients to develop tailored diversity and inclusion strategies that align with their organizational goals and values. Our services include training programs focused on unconscious bias, cultural competency, and inclusive leadership, designed to equip employees and leaders with the skills needed to promote diversity within their teams.

## Change Management

- ▶ We conduct change readiness assessments to evaluate an organization's preparedness for change, identifying potential barriers and areas for improvement. Our training and development programs prepare employees for upcoming changes, ensuring they have the skills and knowledge needed to adapt. We also develop tailored communication plans to facilitate understanding and buy-in among employees, and provide ongoing support to help organizations sustain improvements post-implementation.

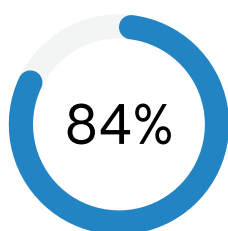
## Employer Branding

- ▶ We work with clients to create a tailored employer value proposition (EVP) that highlights what makes the organization unique, including its culture, career development opportunities, and commitment to diversity and inclusion. To promote this brand, we develop engaging content such as success stories, sharing it through social media and recruitment materials. We also incorporate diversity, equity, and inclusion (DEI) principles into the branding strategy, providing training on unconscious bias and cultural competency to create an inclusive workplace.
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# Market Analysis

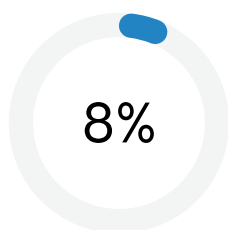


Synergic Solutions Consultancy operates in a rapidly evolving business environment characterized by increasing demand for innovative solutions across various sectors.



## Small And Medium Enterprises (SMEs)

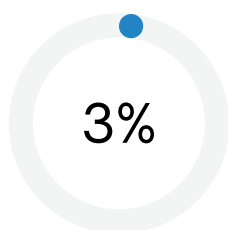
SMEs represent a significant portion of the business landscape in developing countries, including Eswatini, and thus, dominate the market in the country and Southern African Region. Their essential needs include : **Affordable tax preparation, cybersecurity and cloud solutions, workforce planning.**



## Large Corporations

*(finances, telecommunications, & manufacturing)*

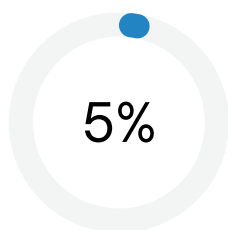
They require more advanced services, such as **digital transformation consulting, audit and assurance, tax planning**



## Public Sector

*(government departments , municipalities, & public enterprises)*

Their needs include **Internal audits, IT strategy development, and workforce training initiatives** aligned with national development goals.



## NGOs & Developing Agencies

*(social development projects)*

Financial audits, compliance support, and project management

# Get In Touch



We invite you to explore the possibilities of what we can achieve together. Contact us today to learn more about how Synergic Solutions Consultancy can transform your business and help you reach new heights of success.



**SYNERGIC SOLUTIONS**  
CONSULTANCY

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