

DOTTESS[®]

ENTERPRISE SYSTEMS & SOLUTIONS

"Quality Assured, Service Guaranteed"

COMPANY PROFILE • 2026

Enterprise platforms trusted to run financial operations.

Dottess is a Botswana enterprise software engineering and **financial technology platform company**. We build and operate the systems that unions, asset managers, lenders and medical aid schemes run their businesses on — deduction orchestration, investments administration, lending and enterprise integration.

2012

ENGINEERING ENTERPRISE
SYSTEMS SINCE

5

PRODUCTION PLATFORMS IN
THE PORTFOLIO

7

MISSION-CRITICAL SYSTEMS
UNDER SLA

100%

CITIZEN-OWNED BOTSWANA
COMPANY

A platform company, not a **project shop**.

Dottess (Pty) Ltd is a **100% citizen-owned enterprise software engineering company** specialising in financial operations, process automation and enterprise integration. We are a product company first: our platforms have administered scheme deductions, investments, loans and medical aid memberships in daily production continuously since 2014. Clients don't commission a project and watch us leave — they adopt a platform and gain a long-term partner who operates, hardens and evolves it under an SLA with defined objectives.

Engineering excellence

A gate-enforced lifecycle, peer-reviewed code and disciplined releases. Quality is a process, not a promise.

Outcomes before technology

Every build starts from the measurable result — lower reconciliation effort, faster turnaround, cleaner audits — and works backwards to the system.

Long-term partnership

Our oldest system has run in production for over a decade. We design, price and staff for the relationship, not the go-live date.

Quality without compromise

Open standards, documented architecture, no lock-in — built to be audited, extended and, if ever needed, handed over.

14+

YEARS
ENGINEERING
ENTERPRISE
SYSTEMS

12+

YEARS,
LONGEST
SYSTEM IN
CONTINUOUS
PRODUCTION

15+

ENTERPRISE
ENGAGEMENTS
ACROSS 6
SECTORS

7

SYSTEMS UNDER
ACTIVE SLA
SUPPORT TODAY

Where our platforms operate

Trade unions & SACCOs

Asset & wealth management

Micro-lending & credit

Medical aid schemes

Professional services

Government & parastatal

Utilities & engineering

SMEs

Platforms first. Services in support.

Three tiers of capability, deliberately ordered. Our platforms carry the intellectual property; our engineering practice extends and integrates them; our managed services keep them running.

// TIER 1

Platform Products

Proven software platforms operated in production — configured and extended to each client's operating model rather than built from zero.

DeductIT

Deduction orchestration, collections & reconciliation for unions and scheme administrators.

ThoboFin

Investments administration and automated reporting for asset managers.

LMS

Loan origination, administration and collections for credit providers.

Business Assist

HR, payroll and ERP for growing enterprises.

ProcARO

Business process analysis, verification and optimisation.

Integration Middleware

Enterprise integration proven at scale in medical aid administration.

// TIER 2

Enterprise Engineering

We engineer business-critical software platforms that automate regulated operations, process financial transactions and integrate complex enterprise ecosystems.

Bespoke platform engineering

Full-lifecycle design and build of enterprise systems, portals and APIs on open standards.

Financial systems integration

Payroll sources, banks, schemes and core systems connected into one governed flow — including straight-to-bank payments.

Process re-engineering

As-is analysis, BPM modelling and optimisation — so the system automates a process worth automating.

// TIER 3

Managed & Professional Services

Operations you can hold us accountable for — governed by service level agreements with defined objectives, response times and escalation paths.

Platform operations & SLA support

Proactive monitoring, maintenance and end-user support for the systems we deliver.

Outsourced ICT services

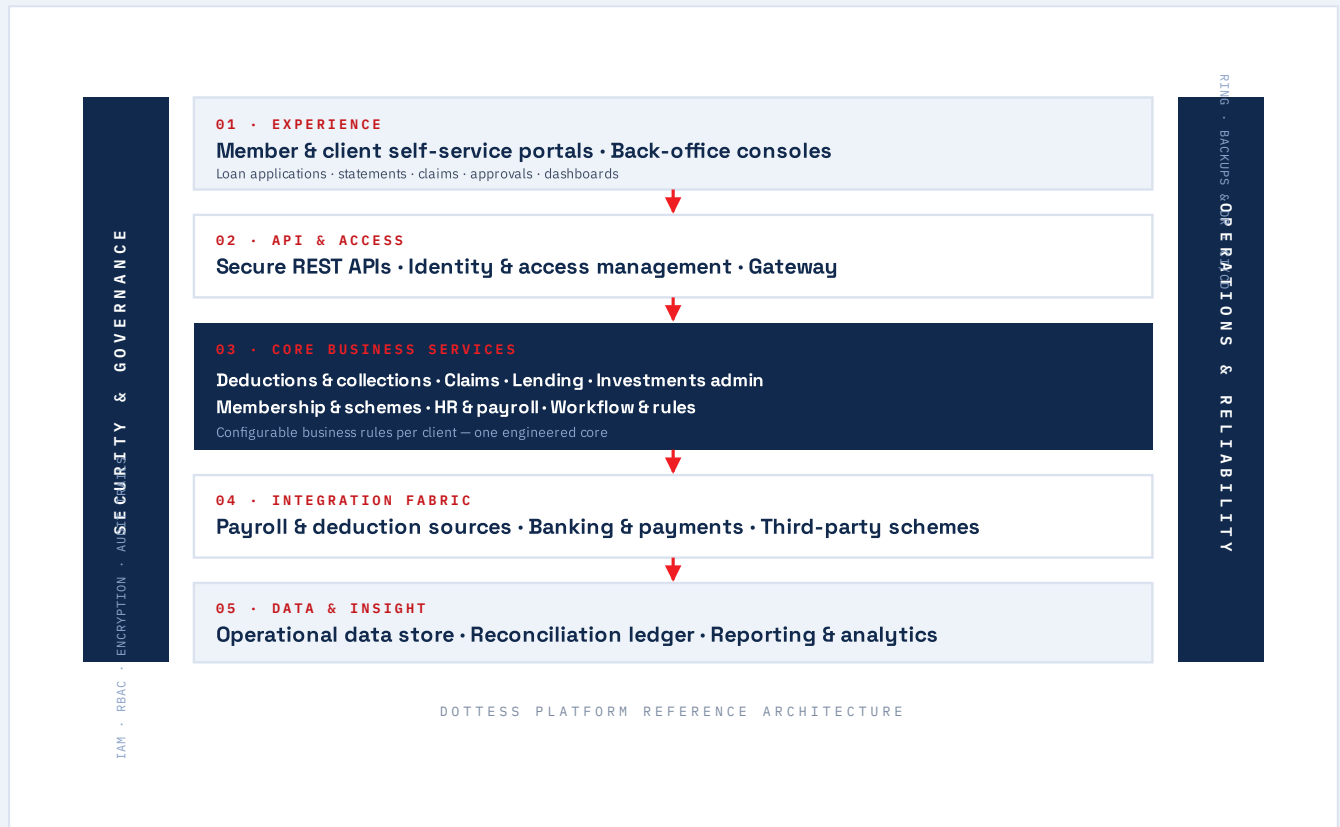
Managed corporate ICT at a fixed monthly fee — networks, backups, environments and user support.

Infrastructure & hosting

Server platforms, virtualisation, secure networks, and corporate email & web hosting with guaranteed availability.

One architecture. Every platform.

Every Dottess platform is built on the same layered reference architecture — separating experience, access, business logic, integration and data, with security and operations engineered across all five layers rather than bolted on.



Separation of concerns

Portals, APIs, business logic, integrations and data each evolve independently — a new bank connection or portal never destabilises the core.

Security woven through

Identity, encryption and audit trails run across all five layers as first-class architecture, not perimeter afterthoughts.

Configured, not rebuilt

One engineered core; client-specific rules, schemes, products and workflows applied as configuration — faster delivery, lower risk.

// ENGINEERED ON

PostgreSQL

Secure REST / JSON APIs

Message-driven integration

Containerised deployment

Open-source frameworks

Cloud-ready

// DEPLOYMENT MODELS

Hosted & operated by Dottess

Private cloud

On-premise

DeductIT. Every thebe collected, reconciled, **proven.**

DeductIT enables unions, SACCOs and scheme administrators to run multiple member schemes through **a single reconciled deduction at the salary source** — cutting reconciliation effort and service turnaround while raising the accuracy of collections. Manual, spreadsheet-driven deductions leak revenue; DeductIT closes the loop from subscription to settled funds.

One **net** deduction

PER MEMBER — HOWEVER MANY SCHEMES THEY SUBSCRIBE TO

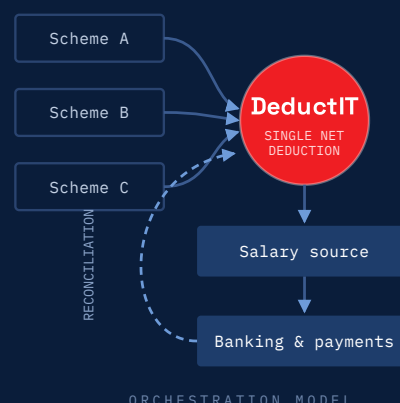
Faster **turnaround**

REDUCED SERVICE TIMES & HIGHER COLLECTIONS ACCURACY IN LIVE UNION DEPLOYMENTS

Audit-**ready**

EVERY COLLECTION RECONCILED BACK TO THE PAYROLL FILE, ON ONE LEDGER

- Membership & scheme subscription administration
- Multi-source salary deductions, incl. central government payroll
- Automated deductions reconciliation engine
- Integrated claims, refunds & stop-orders on the same ledger
- Member self-service portal & bulk communications
- Collections trend analytics for management & schemes
- In production for unions administering thousands of members



"The system has assisted us to reduce our service turn around times as well as increase the accuracy of our collections and deductions."

KGOMOTSO MAJA · MARKETING & ADMIN MANAGER, MORE POWER INVESTMENTS (BTU BUSINESS WING)

// FROM SUBSCRIPTION TO RECONCILED COLLECTION

01

Enrol

Members & scheme subscriptions captured once, centrally.

02

Consolidate

All premiums netted into a single deduction per member.

03

Deduct at source

Collected directly from salary at the payroll source.

04

Reconcile

Automated matching of collections to expected deductions.

05

Settle & report

Schemes paid, trends analysed, stakeholders informed.

Built for the business of financial operations.

Each platform exists to remove a specific operational burden — measured in hours of manual work eliminated, errors prevented and decisions made sooner.

INVESTMENTS ADMINISTRATION



ThoboFin

Enables asset managers to **close reporting cycles faster with fewer hands** — aggregating investments data from multiple sources and automating validation, billing and distribution that would otherwise consume operations teams.

- Consolidation of multi-source investments data
- Automated report validation & distribution
- Direct banking system integration
- Client portal for reports & service requests

LENDING



LMS — Loan Management

Lets credit providers **originate, disburse and collect at scale** — with a client self-service portal that moves applications and status queries out of the branch queue. In continuous production since 2023.

- Application, approval & disbursement workflow
- Self-service portal with status tracking
- Repayment & collections management
- Portfolio & regulatory reporting

HR • PAYROLL • ERP



Business Assist

Gives growing enterprises **proper books, paid people and managed stock from day one** — one portal for the finance, HR and operations disciplines that otherwise arrive years too late.

- Quotations, invoicing & point of sale
- Inventory, purchasing & supplier management
- HR & payroll with salary slips and batches
- P&L, balance sheet & sales reporting

PROCESS INTELLIGENCE



ProcARO

Turns process improvement from a **once-off consulting exercise into a governed discipline** — capturing as-is processes, verifying and validating them with the people who run them, and producing audit-ready optimisation evidence.

- Process lifecycle & deliverable management
- BPMN modelling with guided verification & validation
- Automated AS-IS assessment reporting
- Audit-ready conformance outputs

// INTEGRATION

Integration Middleware

When the systems already exist but don't talk, Dottess middleware makes them one operation — proven at scale integrating semi-autonomous core systems for medical aid subscription and membership administration, with a client self-service portal and straight-to-bank payments on top.

Built like it has to run for a decade.

Mission-critical systems earn trust through discipline, not demos. This is the engineering and governance regime behind every Dottess platform.

Engineering discipline

A standardised SDLC, enforced through our toolchain from backlog to production.



Peer-reviewed code, traceable work

Every change flows through version-controlled review linked to a tracked requirement — nothing reaches production unexamined.



Automated build & release pipelines

Repeatable, scripted releases with controlled promotion between environments — no heroics, no hand-edited servers.



Structured QA & acceptance testing

Testing against agreed acceptance criteria at every gate — functional, integration and user acceptance before go-live.



AI-augmented engineering

Modern AI-assisted practice accelerates delivery inside the same gates — every change still passes human review and QA.



Open standards, documented handover

Open-source frameworks, documented architecture and versioned APIs — auditable and extensible, with no vendor lock-in.



Change & release management

Versioned releases, documented change records and controlled rollback — production changes are planned events, never surprises.

Security & governance

Engineered across every layer of the reference architecture — not bolted on at the end.



Identity & access management

Role-based access control with centrally managed identities — users see exactly what their role permits, and nothing more.



Encryption in transit & at rest

Sensitive financial and member data protected end to end, with hardened configurations across environments.



Audit trails by design

Who did what, when, to which record — captured immutably across our platforms, ready for internal and external audit.



Backups, continuity & recovery

Scheduled backups with tested restore procedures and defined recovery objectives — continuity is rehearsed, not assumed.



Monitoring & availability

Proactive infrastructure and application monitoring against SLA performance targets — issues found before users find them.



Data protection aware

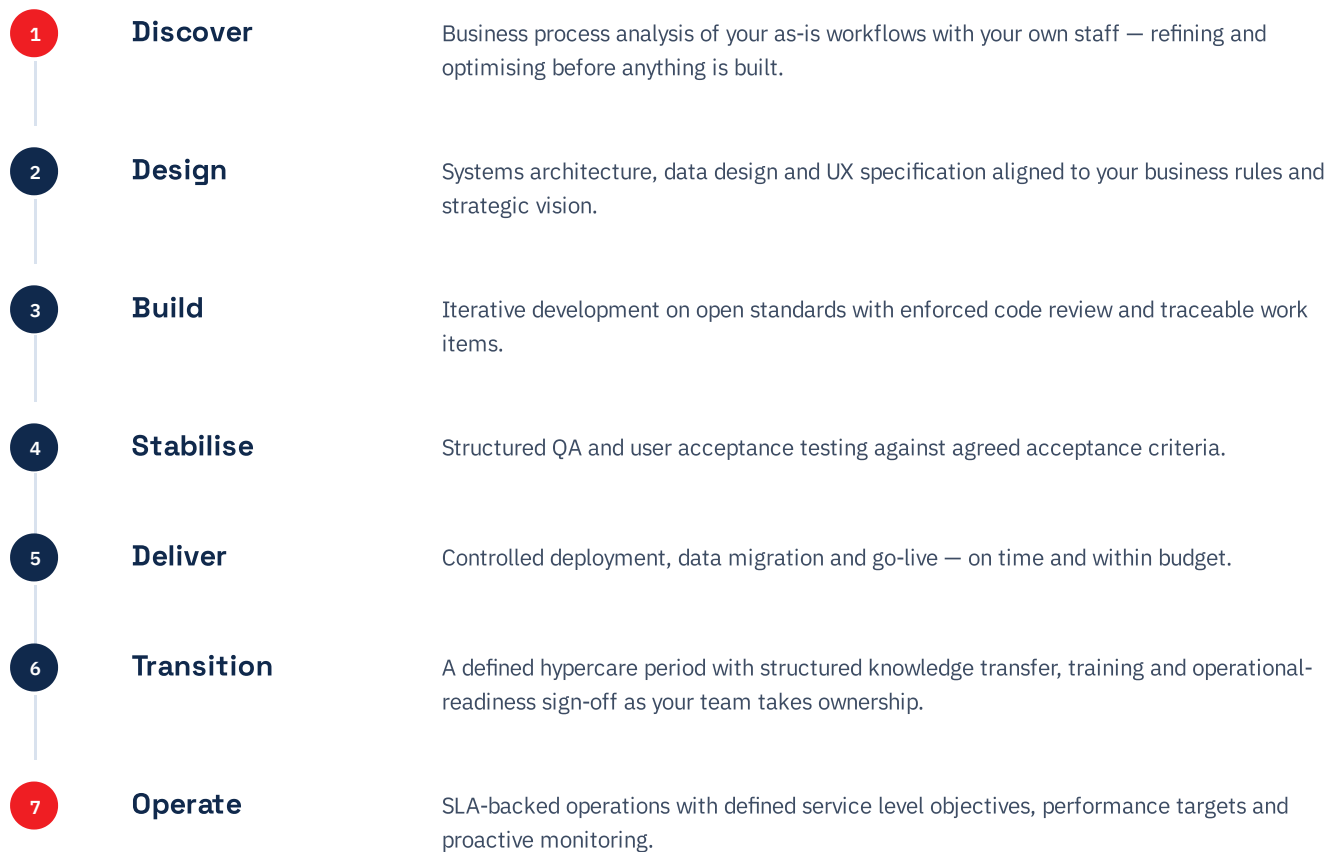
Platforms designed with Botswana's data protection and electronic records legislation in view — consent, retention and lawful processing built into the data model.



Governance in practice: every Dottess SLA defines service level objectives, response and resolution targets, an escalation path to senior engineering, and a reporting cadence — so accountability is contractual, measurable and reviewed.

A standardised lifecycle, enforced at every gate.

Every engagement runs the same formalised seven-stage lifecycle with documented quality gates — the discipline is identical whether we are deploying a platform or engineering a bespoke system.



// QUALITY GATES

Scope sign-off

Design review

Code review

UAT sign-off

Go-live approval

SLA handover

Delivery capacity

Multidisciplinary teams spanning software engineering, business analysis, quality assurance and project management — scaled to each engagement and led by senior engineers who stay accountable through production.

Support model

Tiered support with defined response and resolution targets per SLA, a clear escalation path to senior engineering, and proactive monitoring — we are typically aware of an issue before the client reports it.

Selected engagements.

Mission-critical fintech platforms, enterprise systems and infrastructure — most still under active Dottess support today. Written references are available for the engagements marked live.

CLIENT	ENGAGEMENT	SINCE	STATUS
BOMAID MEDICAL AID	Design, development and implementation of the BOMAID middleware integrating semi-autonomous core subsystems, with client self-service portal.	2022	SLA · 2025
Peubo Investments (BOSETU) MICRO-LENDING	Micro-lending platform with client self-service portal for loan applications, status tracking and account information. In operation since early 2023.	2023	Live · SLA
Bifm ASSET MANAGEMENT	Investments Administration System automating operational, billing, reporting and client-interaction processes, including automated report submission.	2020	Live · SLA
BTU Business Wing (MPI) TRADE UNION	Cloud-based deduction management system and member self-service portal administering subscriptions, funeral covers, claims and multi-source deductions.	2021	Live · SLA
More Power Investments	Scheme subscription & deduction system consolidating member subscriptions into a single salary-source deduction (2014); document management portal (2018). Over a decade in continuous production.	2014	Live · SLA
LEA (for Momoso Engineering & Bo Inter Trading)	Design, development and implementation of ERP management systems, contracted by the Local Enterprise Authority on behalf of the clients.	2019	Delivered
Ministry of Land Management	Supply, installation and configuration of HP ProLiant server platforms and racks for the Land Tribunal — Gaborone, Palapye, Maun and Francistown.	2016	Delivered
Collins Newman & Co.	Outsourced ICT support over 24 months — corporate network, daily backups, virtual environment management and end-user support.	2016	Delivered
Energy Systems (Solahart)	Network installation with Active Directory and network traffic filtering infrastructure.	2016	Delivered
Oduma Electrical	ERP/CRM system development with Pastel Evolution integration.	2018	Delivered
Cross Sword t/a Medronix	LAN setup and fully virtualised corporate environment on Citrix XenServer.	2014	Delivered
Cowburn Isherwood & Assoc.	Local area network installation with Windows Server and Active Directory configuration.	2012	Supported

"Competent, professional, diligent and committed to their work. Their level of reliability and support has been well above adequate."

NEO BOGATSU · CHIEF EXECUTIVE OFFICER, BIFM

"Responsive, transparent, and adaptive to evolving needs — delivering the solution on time and within budget."

BOTSALO SEDIMO · PRINCIPAL OFFICER, PEUBO MICRO-LENDING

"I recommend them for any system development or ICT consultancy works without any reservation or hesitation."

KGOMOTSO MAJA · MARKETING & ADMIN MANAGER, MORE POWER INVESTMENTS

// A

A platform partner, not a vendor

Proven products carry the risk out of delivery; our engineering practice tailors them to your operation; our SLA keeps us accountable for them in production — for years, not quarters.

// B

Financial operations specialists

Deduction ecosystems, investments administration, lending and medical aid integration — we run systems inside this regulatory and operational terrain every day.

// C

Engineering & governance maturity

Gate-enforced SDLC, peer review, structured QA, audit trails, tested recovery — the discipline mission-critical buyers audit for, documented and demonstrable.

// D

100% citizen-owned

Local accountability and presence, alignment with citizen economic empowerment objectives — with international collaborations including OpenNMS Group Inc. (USA) and EntimOSS Ltd (UK).



Written references available on request — including letters of recommendation from Bifm, Peubo Micro-lending and More Power Investments, and engagement confirmation from BOMAID.



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ENTERPRISE SYSTEMS & SOLUTIONS

"Quality Assured, Service Guaranteed"

Have a mission-critical system in mind? **Let's talk.**

From the first process analysis to a decade of reliable production —
Dottess is the technology partner that stays accountable after go-live.

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