

# Retro On CSOS Connect Go Live



CSOS Connect is a comprehensive business automation system that revolutionizes the way CSOS operates and interacts with its stakeholders



By leveraging cutting-edge technology and advanced software solutions, CSOS Connect facilitates a seamless integration of various business processes, thereby improving efficiency, accuracy, and overall productivity



CSOS Connect extends its benefits beyond internal operations to external stakeholders, most notably the customers



The system provides a user-friendly interface that empowers customers to interact with CSOS in a more efficient and convenient manner through the web or mobile

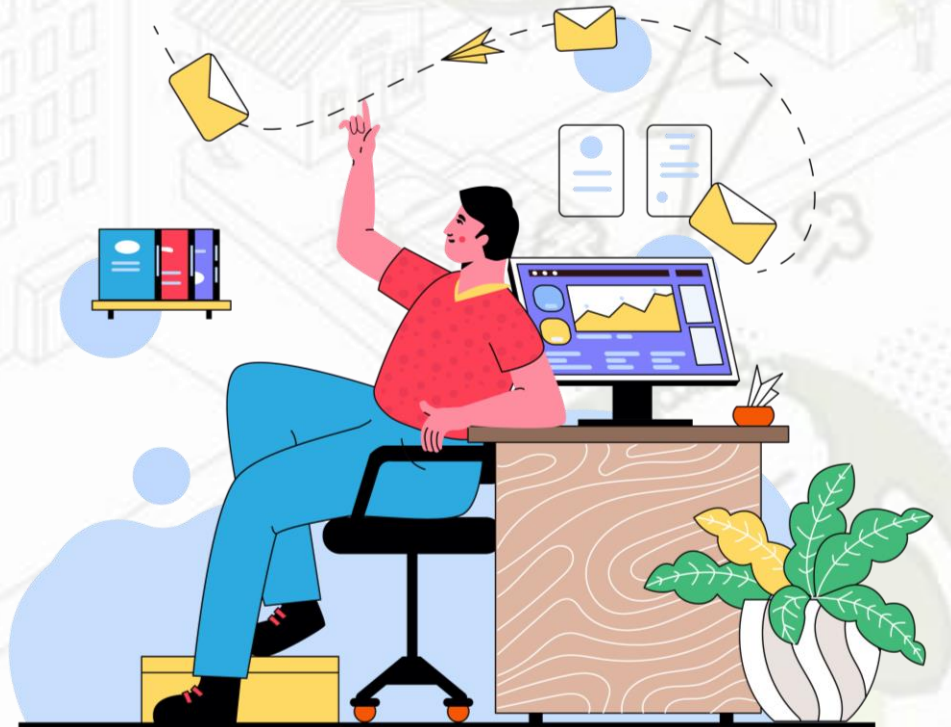
# Roll Out Phases (1/2)

CSOS Connect has been operational since November 25th, 2022. Currently, we have both a public portal for our customers and an admin portal for CSOS staff members.

In the initial phases of CSOS Connect, we have successfully launched Phase 1 and Phase 2 of the solution.

These phases have introduced several essential functionalities to the portal, including:

1. Scheme Registration
2. Customer Relations Management (CRM)
3. Revenue (Banking)
4. User Maintenance.



# Roll Out Phases (2/2)

7000

USERS

Since its launch, CSOS Connect has registered over 7000 users.



enabling stakeholders and customers to conveniently engage directly with CSOS through the portal



We have made significant progress in expanding the portal's capabilities by introducing various functionalities



# Latest Updates



**01**

**Phased Out  
Approach**

In order to accommodate the extensive scope of CSOS Connect, we have implemented a phased approach to its implementation.



**02**

**Scalability**

We are introducing new features and functionalities as they become available



**03**

**Updates**

Employees and users will be informed about these updates as they are launched on CSOS Connect

# Additional Features

Moving forward to Phase 3 of CSOS Connect, we have planned the following additional features:

01

Annual Returns & Waivers: Once implemented, users will be able to upload annual returns and request waivers through the portal

02

Governance Solution: Governance solution to ensure that our valued customers receive the best service possible from CSOS Connect

03

Integration of Banking (Revenue): Full integration of the Banking (Revenue) feature into CSOS Connect

04

Scheme Governance and Enforcements: Allows users to manage scheme governance and enforcement matters efficiently

05

Dispute Resolutions: CSOS Connect will provide a streamlined process for handling dispute resolutions

# Stay Connected

To stay informed about the latest developments at CSOS and receive updates on CSOS Connect, please follow us on our social media platforms

We eagerly await your feedback and value your input on the CSOS Connect solution

Your thoughts and suggestions are always welcome.

Visit [www.csosconnect.org.za](http://www.csosconnect.org.za) for all your CSOS Connect services.

CSOS Connect. Easy Seamless Connected



# Newsletter Distribution



- In the fast-paced world of business, staying ahead of the curve is crucial for success.
- Recognizing the need to streamline processes and adapt to the digital age, the year 2022 saw CSOS embark on a transformative journey by implementing a state-of-the-art business automation system.
- This initiative marked a significant transition from manual operations to a digital and automated world, benefiting both the organization and its customers.
- The flagship system at the forefront of this transition is **CSOS Connect**.