



**Tracking Recovery & Asset Management**

**Company Profile**



Tracking Recovery & Asset Management

# INTRODUCTION TO THE ITA GROUP

- Asset Tracking, Monitoring & Recovery Company
- Formed in 1998
- Formed to service vehicle tracking & fleet management companies and recover vehicles, cargo and assets
- Has entered into contracts with major tracking companies in S.A. going back 12 years
- 51% BEE – Our BEE partners understand fleet management. They are involved in the industry – owning a fleet of 360 vehicles.

## MANAGEMENT TEAM

### Directors

Chris Luvhani, Schalk Cadle, Les Ireland, Freddy Sinthumule

## KEY STAFF

### Les Ireland – Operations Director

Involved in the tracking industry since 1994

Set up infrastructure for Mix-Telematics

### Marthin Fick – National Operations Manager

Been with ITA Group since 1999

Experienced in control room, recoveries, software, tracking and fleet management units and infrastructure setup

## OUR STAFF

- Call centre leadership has a combined experience of 40 years in the industry
- Vastly experienced in software and web based tracking applications
- Extensive experience in RF, GPS, and GSM tracking systems
- Reliable recovery agents that have been with the company for 12 years
- Passionate about crime fighting and customer service

ITA is an asset tracking, monitoring and recovery company that was founded in 1998 when the high rate of hijacking and theft of motor vehicles and cargo in South Africa, resulted in the establishment of Vehicle Tracking Companies.

ITA's core business is the monitoring, tracking and recovery of vehicles, cargo and assets.

The company is a **BBBE Empowered Company** with 51% of the company's shares being held by Ngululu Holdings Limited, a 100% Black owned company. Chris Luvhani, CEO of the Ngululu Group, is the Chairman of ITA.

Since establishment in 1998 recovery contracts have been signed with various Tracking and asset recovery companies. **ITA sustains on average a 86% recovery rate.**

Our **24 / 7 control centre** and administration office is based in Cape Town with a backup office in Johannesburg. ITA has contracts with various recovery agents and firms spread throughout South Africa in order to render a quick and effective asset recovery service.

**The directors** of the company are Chris Luvhani (Chairman), Schalk Cadle (Managing Director), Les Ireland and Freddy Sinthumule. All the directors are actively involved in the management of the company.

ITA is a dynamic and growing company that is rendering asset management, tracking, recovery and business related services to its clients. Over the past 12 years we have **successfully recovered more than 7500 vehicles.**

### **At present our service offering includes:**

- 24 hour 365 days a year control room service
- 24 hour 365 days a year emergency signal monitoring service
- National recovery service of stolen or hijacked vehicles, cargo and assets
- Air support to assist during recoveries
- Assist with cross border recoveries
- Armed surveillance and escort, ensuring cargo reaches its destination safely
- Safeguarding, securing assets at accident scenes or in case of mechanical breakdown
- Detailed report for each incident, voice logger to support reports
- Investigations and polygraph services
- Management reports covering incidents on client's base as well as incidents on total ITA base
- Fuel control and effective fuel management services



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## SERVICES

### **CORE SERVICES**

- 24/7, 365 days a year control room
- Monitoring of fleets – emergency signals
- National recovery of stolen or hijacked vehicles, cargo & assets

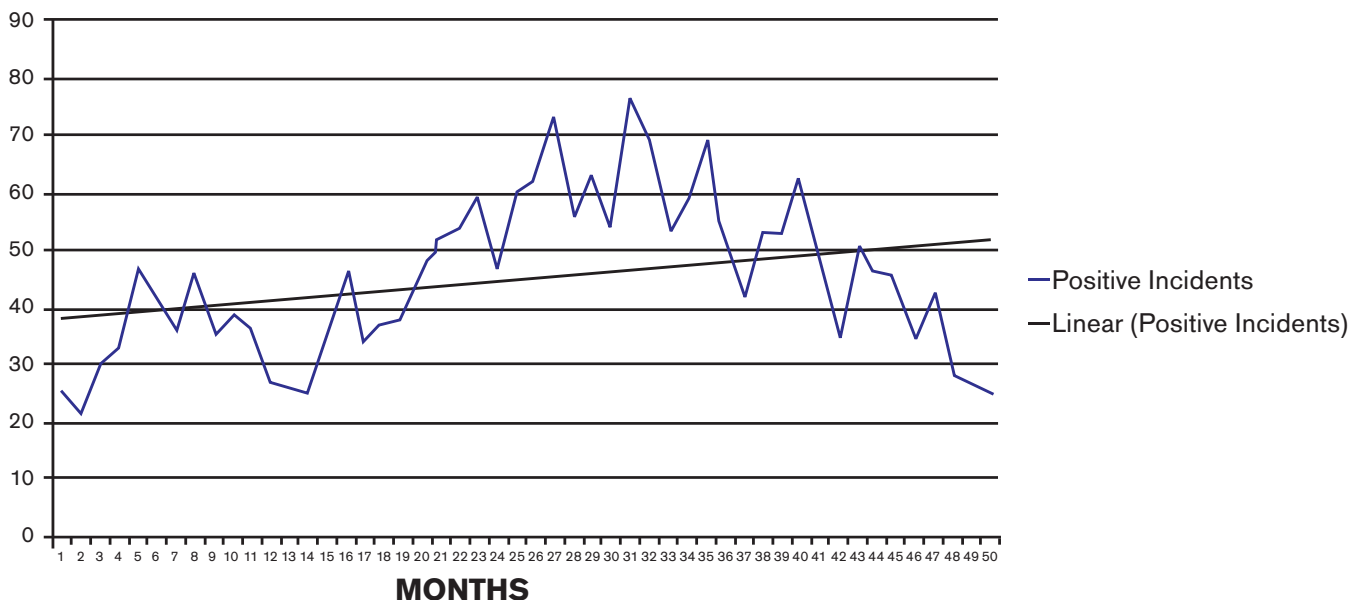
### **ADDITIONAL SERVICES – (Fee applicable)**

- 24 hour vehicle surveillance services
- Cargo or vehicle security
- Investigations & polygraphs
- Armed escort services
- Air support
- Cross border recovery assistance
- Hostage negotiations
- Standby at accidents and emergencies
- Fuel control & effective fuel management services

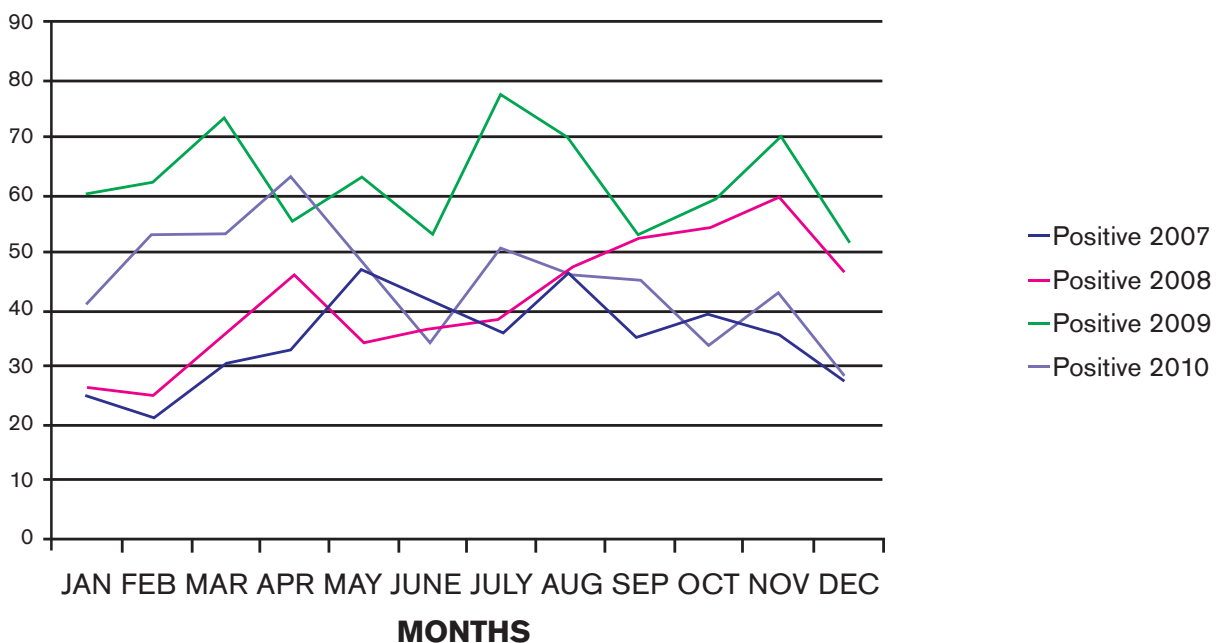
Our experience and involvement with a broad spectrum of the market enables ITA to give effective information and advice regarding trends in the industry, customer expectations, advice on products and honest feedback. ITA has also been actively involved with VESA and has also assisted in SAIIA accreditation with a number of our clients.

**Below are some examples of graphs we make available to our clients:**

**ITA Tracking Recovery - Monthly Incidents for the last 50 months - Jan 07 to Jan 11**



**ITA Tracking Recovery - Positive Incidents 2007 - 2010**



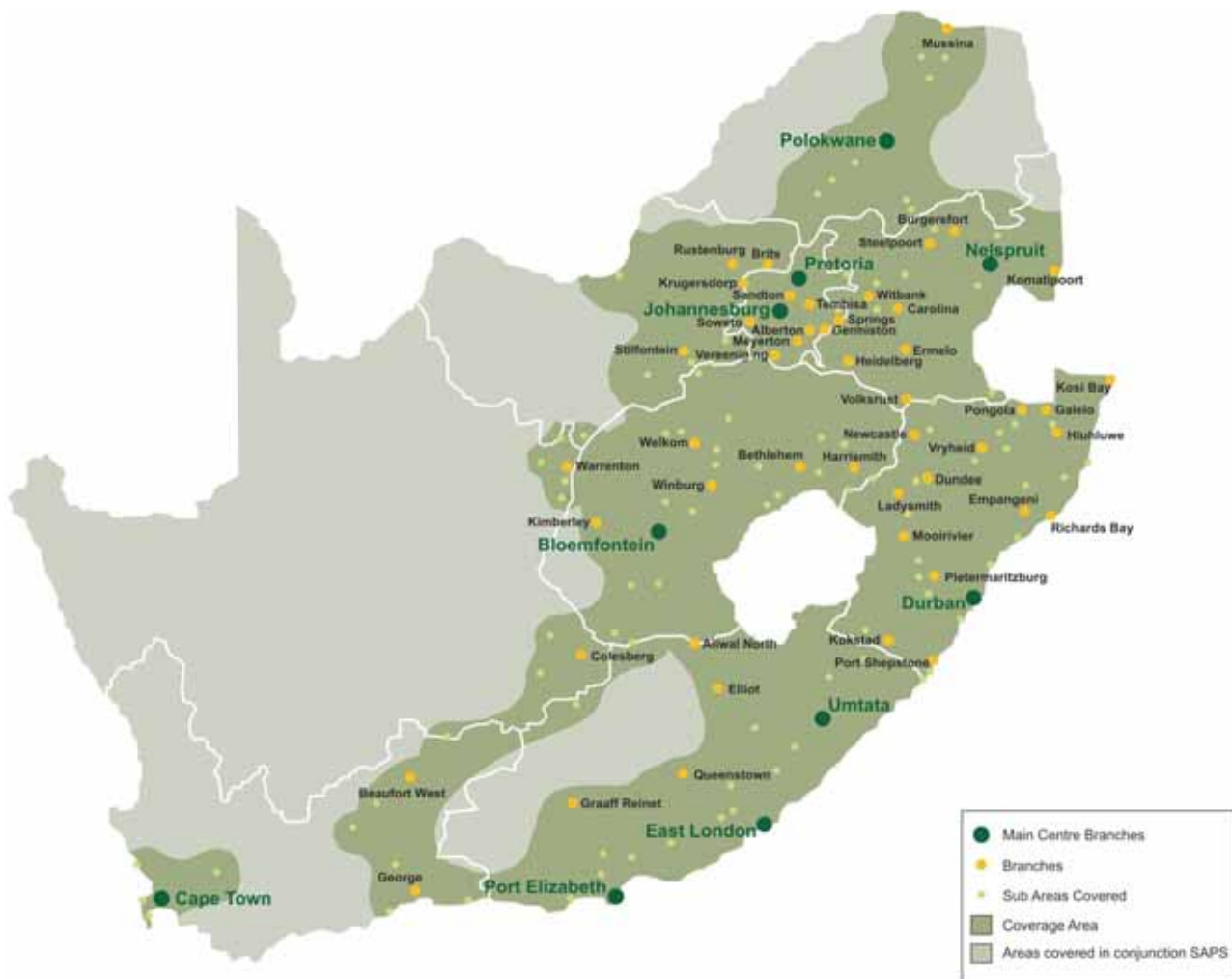


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# ITA RECOVERY NETWORK

The map illustrates all contracted permanent recovery agents at our disposal.

The network is adaptable and constantly expanding.



# MAIN AREAS COVERED BY OUR NETWORK OF EXPERIENCED AND TRAINED RECOVERY AGENTS



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<b>CITY/TOWN</b>	<b>SURROUNDING AREAS</b>
<b>Aliwal North</b>	Rouxville, Zastron, Lady Gray, Burgersdorp, Jamestown, Bethulie
<b>Bethlehem</b>	Bethlehem, Fouriesburg, Ficksburg, Senekal, Reitz, Kestell
<b>Beaufort Wes</b>	Beaufort Wes, Three Sisters, Prins Albert, Leeugamka
<b>Bloemfontein</b>	Bloemfontein, Winburg, ThabaNchu, Reddersburg, Edenburg, Petrusburg
<b>Burgersfort</b>	Burgersfort, Steelpoort, Jane Furse, Lydenburg, Glen Cowie
<b>Brits</b>	Brits, Hartebeespoort Dam, Marikana, Sun City, Rustenburg
<b>Cape Town</b>	Cape Town, Worcester, Simons Town, Camps Bay, Atlantis
<b>Carolina</b>	Carolina, Badplaas, Ermelo, Belfast
<b>Colesberg</b>	Colesberg, Springfontein, Gariep Dam, Middelburg (Cape), Hanover, Philipstown
<b>Dundee</b>	Dundee, Newcastle, Madadeni, Glencoe
<b>KZN</b>	Durban, Tongaat, Umzinto, Hibberdene, Umlazi
<b>East London</b>	East London, Butterworth, Idutywa, Stutterheim, Bisho, King Williams Town
<b>Elliot</b>	Barkly East, Indwe, Cala, Ugie, Ngcobo
<b>Empangeni</b>	Empangeni, St Lucia, Gigindlovu, Ulundi
<b>Ermelo</b>	Bethal, Sheepmoor, Amersfoort, Morgenson
<b>George</b>	George, Oudtshoorn, Knysna, Mossel Bay, Albertinia
<b>Graaff Reinet</b>	Peaston, Aberdeen, Jansenville, Cradock, Murraysburg
<b>Harrismith</b>	Harrismith, Van Reenen Pass, Phuthaditjhaba, Warden
<b>Hluhluwe</b>	Hluhluwe, Mkuze, Mtubatuba, Bushlands
<b>Johannesburg</b>	Balfour, Dasville, Villiers, Vereeniging, Vanderbijlpark, Sasolburg, Sebokeng, JHB CBD, Alberton, Soweto, Randfontein, Krugersdorp, Midrand, Tembisa, Heidelberg, Meyerton, Germiston
<b>Kokstad</b>	Kokstad, Mount Ayliff, Mount Frere, Cedarville
<b>Komatipoort</b>	Komatipoort, Lebombo Border Post, Crocodile Bridge
<b>Ladysmith</b>	Ladysmith, Colenso, Pepworth



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<b>Moorivier</b>	Moorivier, Redcliffe, South Downs, Rietvlei
<b>Mussina</b>	Mussina, Louis Trichardt, Tshipise, Mopane
<b>Nelspruit</b>	Nelspruit, Barberton, Witrivier, Sabie
<b>Newcastle</b>	Dundee, Newcastle, Madadeni, Glencoe
<b>Pietermaritzburg</b>	Pietermaritzburg, Howick, Edendale, Hammarsdale, Ashburton
<b>Pietersburg</b>	Pietersburg, Potgietersrus, Naboomspruit, Thorndale
<b>Pongola</b>	Pongola, Golela, Berbice, Magudu
<b>Pongola-Kosibaai</b>	Pongola-Kosi Baai, Golela, Berbice, Magudu
<b>Pongola-Golelo</b>	Pongola-Golelo, Golela, Berbice, Magudu
<b>Port Elizabeth</b>	Port Elizabeth, Grahamstown, Paterson, Kirkwood, Uitenhage, Jeffreys Bay
<b>Port Shepstone</b>	Port Shepstone, Shelly Beach, Margate, Port Edward, Paddock
<b>Pretoria</b>	Pretoria, Warmbaths, Cullinan, Bronkhorstspuit, Babelegi, Temba
<b>Queenstown</b>	Tarkastad, Cathcart, Lady Frere, Sterkstroom, Sada, Cofimvaba, Dordrecht
<b>Rustenburg</b>	Rustenburg, Mafikeng, Swaruggens
<b>Springs</b>	Springs, Benoni, Nigel, Devon, Leandra, Delmas
<b>Stilfontein</b>	Stilfontein, Klerksdorp, Potchefstroom, Orkney, Wolmaransstad
<b>Umtata</b>	Umtata, Engcobo, Bashee Bridge, Misty Mount, Stoneyridge
<b>Volksrust</b>	Volksrust, Amersfoort, Wakkerstroom, Perdekop
<b>Vryheid</b>	Vryheid, Paulpietersburg, Hobane, Calvert, Scheepersnek
<b>Warrenton</b>	Warrenton, Christiana, Jan Kempdorp, Mount Rupert, Windsorton Road
<b>Welkom</b>	Welkom, Kroonstad, Henneman, Ventersburg, Virginia, Wesselsbron
<b>Windburg</b>	Windburg, Senekal, Brandfort, Verkeerdevlei, Odendaalsrus
<b>Witbank</b>	Witbank, Middelburg, Clewer, Ogies, Hendrina, Wonderfontein

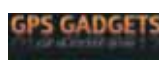
Adding to this network, our years of experience in vehicle recovery have lead to an extensive network of SAPS and Border Post contacts, allowing efficient co-operation and quick response during recoveries.

# CLIENTS



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Below are a number of our clients, some have been with the company since inception...





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## WHY THE ITA GROUP?

- Tried and tested track record of 12 years
- Experienced “hands-on” operational management with combined experience of over 25 years
- Company is BBBEE compliant
- Well equipped and trained recovery personnel
- Voice logged, secure national control centre
- Report issued after each incident, with up to date statistical data available
- Database kept of all client incidents
- Excellent relationship with SAPS, including Border Post Network
- Integrated UPS and electricity backup for a 12 hour period with a standby generator
- Affordable business model
- Independent – no involvement with owning or supplying hardware

## SOME INTERESTING INFO...



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- Since 2003, ITA has done over 7500 recoveries and counting
- Of these recoveries, 1062 vehicles were lost. This is a true number, we do not use exceptions or shift blame to the client in order to make recovery statistics appear better than they are
- This still leaves us with a 86% recovery rate. As an example, the industry norm for 2010 was 74%
- 47% of all positive incidents were hijackings. 37% were thefts. The other 16% is made up of escorts, safeguarding and other events
- In only 6% of all positive incidents was a driver and/or tracking system able to give an alarm that indicated that an incident was taking place
- With the complicated anti-theft security features available with top end vehicle models, hijacking occurs 82% vs. theft making up 18% of all positive incidents in this bracket. On our entire base over the same period, the average is 56% hijacking vs. 44% theft



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# EXAMPLE OF AN INCIDENT REPORT



## Incident Report

Company Name: Mr. M. Salee

Place: Soweto

Tracking System: Neo Trac

Registration #: 7862BBGP

Starting Time: 2009/03/25 09:40:00

Recovered At: 2009/03/25 09:55:00

Stand Down: 2009/03/25 11:10:00

Total Time: 01:30

Date: 2009/03/25

Time: 09:40

Status: Recovered

Date	Call		Entry Options	Notes
	Made	Rec		
2009/03/25 09:40:00	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Call to Neo-Trac.	Grant reported that Mr. M. Salee's vehicle was stolen. The vehicle is reporting near Nuse Street in the Moroka area, Soweto. He request that ITA dispatch a recovery team to recover the vehicle.  Vehicle make: M/Benz C280 AMG Vehicle colour: Black Reg no: 7862BBGP Vehicle ID: 1610001508 Cargo: Unknown Lat: -26:15:46 Long: 27:52:29
2009/03/25 09:43:00	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Call to ITA JHB 1.	Informed them of the situation. They are on their way.
2009/03/25 09:51:00	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Call from ITA JHB 1.	They reported that they are about 5 km's from the position.
2009/03/25 09:52:00	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Call to Neo-Trac.	Informed Grant of the situation. He reported that it was a house robbery an not a theft case.
2009/03/25 09:55:00	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Call from ITA JHB 1.	Informed them of the situation. They reported that they recovered the vehicle. There is no damage to the vehicle. The keys are missing and the doors are locked. They requested what was stolen at the house.
2009/03/25 09:58:00	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Call to Neo-Trac.	Informed Grant of the situation. He reported that he will contact the client and get back to ITA.
2009/03/25 10:08:00	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Call from Neo-Trac.	Grant reported the stolen goods: 42 inch Flat Screen Computer Camera R70 000 in cash. Grant reported that the client is on his way to Lenasia SAPS to open a case. ITA can contact Mr. M. Salee - 063 786 2932 and get more information from him.
2009/03/25 10:10:00	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Call to ITA JHB 1.	Informed them of the situation. They requested a trip replay where the vehicle stopped.
2009/03/25 10:12:00	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Call to Neo-Trac.	Informed Grant of the situation.
2009/03/25 10:15:00	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Call to ITA JHB 1.	Informed them that the vehicle stopped about 500 metres from where they recovered the vehicle.
2009/03/25 10:18:00	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Call to Mr. M. Salee (063 786 2932).	Lat: -26:15:48 Long: 27:52:28 ITA requested the description on the suspects. He reported that there were 4 black men that robbed the house. One is a tall (1.8m) thin man and the other 3 men are thin and shorter. He reported that he would be able to identify the suspects if he sees them again.



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Northriding

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FAX +27 (0866) 795 449  
<http://www.neo-trac.co.za>

ITA Group  
Unit 57  
Millenium Business Park  
Century City

12 July 2011

Att: Marthin Fick

**CONTROL ROOM AND NATIONAL RECOVERY**

Dear Marthin,

This letter serves to confirm that Neo Track SA chose ITA to run its national control centre as well as do the vehicle recover.

To date we are very satisfied with the service we receive and our decision has been validated from the very first incident. The vehicle, a Mercedes Benz C280 AMG, was recovered within 12 minutes of the despatch.

ITA forms an integral part of our service offering and we are happy that we chose ITA to be our business partner. There is no doubt the experience that ITA has, coupled with their comprehensive recovery network assists us in ensuring we are competitive in this industry.

Yours faithfully

A handwritten signature in cursive script, appearing to read "Grant Cooks".

Grant Cooks



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## LETTER OF REFERENCE



Mr. S Cadle  
Managing Director  
ITA Tracking Recovery & Asset Management  
Millennium Park  
Block A Unit 55 & 56  
Edison Way  
Century City

23 June 2011

Dear Sir

### **Letter of reference**

The ITA Group has been providing vehicle recovery services to Global Telematics SA (Pty) Ltd. since the inception of Global Telematics in 1998 and has a national footprint commensurate with the geographical dispersion of our customer base.

Global Telematics has been commended by the Vehicle Security Association of South Africa (VESA) for its consistent and good recovery statistics over the years, and ITA has played a major role in Global Telematics achieving and maintaining these results.

ITA is our chosen business partner in stolen vehicle tracking and recovery.

Yours faithfully

Denis Human

**Customer Services Director  
Global Telematics SA (Pty) Ltd.**

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Western Cape, South Africa

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# OUTSTANDING SERVICE

A W A R D

*In Recognition of*

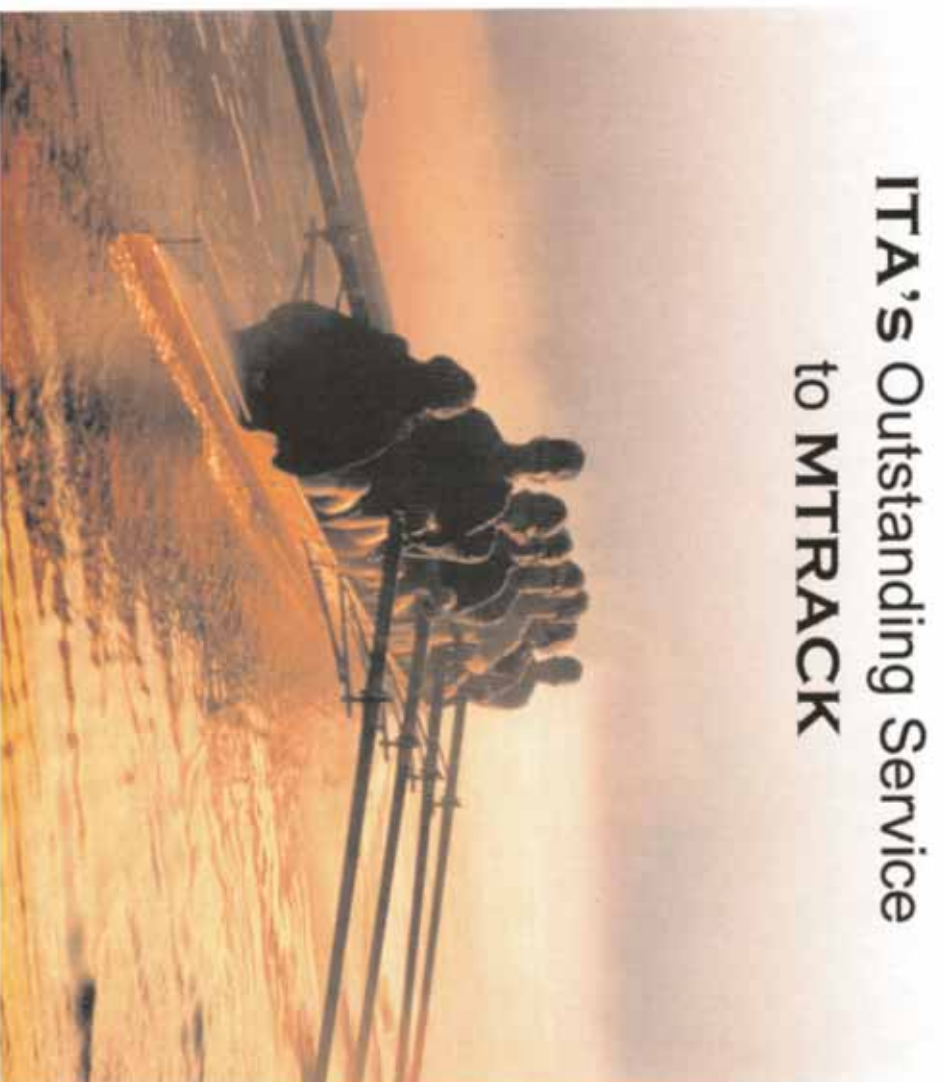
**ITA's Outstanding Service  
to MTRACK**



A handwritten signature in black ink, appearing to read "Deon Bayly", is written over a horizontal line.

DEON BAYLY

December 2008



*Teamwork is the ability  
to work together toward  
a common vision. It  
is the fuel that allows  
common people to attain  
uncommon results.*

ITA Group

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