

Speaker Presentation Profile

1. PRESENTER'S INFORMATION

FULL NAME	Godfrey Ntoele		
DESIGNATION	Group Executive : National Sales and Marketing Operations		
COMPANY	Telkom SA		
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2. PRESENTER'S BACKGROUND

Godfrey Ntoele is the Group Executive, National Sales & Marketing Operations of Telkom SA Limited since December 2007. He previously served as Managing Executive, Telkom Retail Business. Godfrey joined Telkom in 1997 and served in various management positions in the Sales and Marketing division. He holds a BA (Law) from the University of Fort Hare and completed the Programme for Management Development at Rhodes University and Harvard. He also attended the Graduate School of Business in Boston, USA. He is a member of the Marketing Management & Professional Sales Association, Harvard Business School Club of South Africa as well as the Institute of Directors South Africa.

3. TITLE/TOPIC OF PRESENTATION

CONVERGENCE IN A CUSTOMER CENTRIC ERA

4. PRESENTATION SYNOPSIS/ABSTRACT

Brief summary of content and focus of the presentation:

This session will explore Telkom's role in convergence. It will showcase how government departments can leverage convergence technologies to meet the citizen's needs and how convergence can be used to improve service delivery.

Key points for discussion include

- Strategic Partnership
- Efficient and Effective Service Delivery
- Customer Centricity
- Cost savings