

impumelelo

SOUTH AFRICA'S TOP EMPOWERMENT COMPANIES

OPPORTUNITIES

Hosting the 2010 FIFA World Cup™ - the inside story



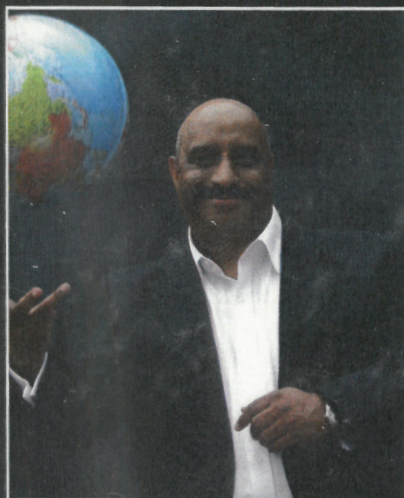
EXCLUSIVE

Jeff Radebe at the Metropolitan Oliver Empowerment Awards



INSIDE TRACK

Lucky Montana about the latest rail and infrastructure developments



TRANSFORMED

Shaun Battlemann
African Access Holdings
reflects successful transformation

10th
ANNIVERSARY EDITION
2010

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BEYOND OUTSOURCING

Performance Improvement
Predictable Outcomes®



www.beyondoutsourcing.com

COMPANY	BEYOND OUTSOURCING
SEGMENT	TERTIARY
INDUSTRY CLASSIFICATION	CYCLICAL SERVICES/ SUPPORT SERVICES/ BUSINESS SUPPORT SERVICES

VALUE PROPOSITION

In 1997, the founder of Beyond Outsourcing, Suzanne Ravenall, Group Chief Executive Officer, saw a gap in the market to assist companies by engaging in the provision of outsourced operations execution, through the provision of a standardised set of tools, enforcing measurement and delivery of the complete operational process.

Beyond Outsourcing is an outsourcing company within the business transformation outsourcing industry, focusing on delivering exceptional execution (delivery), institutionalisation of the process and hence performance improvement, utilising a unique set of operational tools within a number of operational areas. The depth of expertise within execution and its unique tools is what sets Beyond Outsourcing apart from the rest.

The company tool kit is a combination of processes, technology, behaviour change and operations management methodology. The tools and training thereof assist people to do their job better, combining ease for even the non-qualified person, and experience in an easy to deploy process.

Beyond Outsourcing is at the forefront in developing strategic alliances with clients to transform performance in the operational execution of their business objectives and thus a market leader in designing and implementing business transformation and execution solutions.

Vision: To be a global leader in the delivery of world-class operational implementation using total quality management processes in order to deliver predictable outcomes.

Mission: To provide dynamic and innovative professional outsourcing service which enables clients to excel in operational effectiveness while enriching the lives of all stakeholders and having fun. ☺

COMPANY INFORMATION

STATISTICS / DEMOGRAPHICS / HISTORY

Year founded: 1997

Founding member: Suzanne Ravenall

Employees: 300

Branches: Head Office – Johannesburg

Trade affiliations: Proudly South African, ISO 900 through BSI

Memberships: Young Presidents Organisation

BUSINESS & FINANCE

Financial year-end: September

Subsidiaries: The Execution Box, Supply chain management joint venture with Lefa

Holding company: Beyond Outsourcing Global Holdings (Pty) Ltd

Bank: Standard Bank

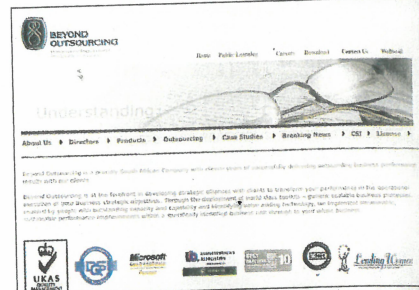
Accountants: Equifin

Current customer base: Various organisations

Key clients: Various blue-chip companies and SMMEs

EMPOWERMENT STATUS ▼

SCORECARD	
Rating date	20/02/09
Level 5 Contributor – 59.21 points	
Ownership	21.00 points
Management Control	00.38 points
Employment Equity	4.38 points
Skills Development	2.18 points
Preferential Procurement	11.27 points
Enterprise Development	15.00 points
Socio-economic Development	5.00 points
Verified by	Empowerdex



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Predictable outcome.[™]

Firmly positioned within the Business Transformation Outsourcing space, Beyond Outsourcing provides long term strategic & alliance partnerships of measurable financial value.

Operating, Improving or Transformation, are levels of executing strategic goals. It's about 'doing the right things right', the first time, every time. Beyond Outsourcing works with you to transform the operational execution of your organisation in order to achieve your strategic goals, through our generic scalable processes and creative organisational solutions. Beyond Outsourcing is an ISO certified organisation committed to one outcome – yours.

Business transformation is provided within the following areas:

- Human Resources Management
- Customer Relationship Management
- Supply Chain Management
- Enterprise Asset Management
- Back office Management



**BEYOND
OUTSOURCING**

Performance Improvement -
Predictable Outcomes[™]



SUZANNE RAVENALL

Founder and CEO of **Beyond Outsourcing**

Impumelelo: Why and when did you start Beyond Outsourcing?

Suzanne: In 1997, I saw a gap in the market to assist companies by providing outsourced operations. Organisations were obtaining highly qualified people but were not recruiting the same amount of execution people, or 'doers', to enable the execution of the plans. And, as you know, while well laid-out plans and strategies are fantastic, they are meaningless without execution. At the same time the world was speeding up – innovation, technology and competition introduced volatility and speed to the world and to the business environment; this in turn placed huge pressure on businesses to improve their performance and implement faster and more efficiently than ever.

Impumelelo: What makes Beyond Outsourcing the outsourcing company of choice for your customers?

Suzanne: We are the only South African company that focuses exclusively on Operations Execution. We pride ourselves on being an 'Operations Implementation' company delivering 'Predictable Outcomes™' and year-on-year 'Continuous

Improvement'. The results for all customers are quantifiable and significant. We have also developed a powerful offering: standardised toolkits that combine processes (every level of detailed activity defined with clear measures of performance per process); technology (appropriate to supporting the processes and behaviours to ensure effective and efficient execution) and management methodology (ensures delivery of the performance of the processes and the desired business outcomes). Lastly, we don't just provide a service for our customer, we become our customer. We take on the client's corporate identity, business cards, uniforms, and logos in such a transparent and seamless way that customers believe that we are the client.

Impumelelo: In which areas do you offer outsourcing?

Suzanne: We offer outsourcing operations in the management of customer relationships, human resources, back office, supply chain and enterprise assets. We also offer behaviour coaching and labour-managed services. All are supported through Beyond Delivery, a division providing consulting, business process engineering, project management and enabling technology

Impumelelo: Last year saw Beyond Outsourcing join forces with the Women's Empowerment Fund. How did you choose your BEE partner?

Suzanne: Yes, in 2008 we concluded a broad-based empowerment transaction with the Women's Empowerment Fund. (We also launched two staff trust schemes, which saw 23 percent of the company go to executives and managers.) In the Women's Empowerment Fund, we found a partner with the same passion and commitment to the industry

as we have. For us at Beyond Outsourcing, proactively pursuing a BEE partner was not about compliance; it was about planning and playing an active role in the development of our industry and our country's economy. This partnership represents a strong blend of value and commerce, and is about transforming business performance in South Africa.

Impumelelo: How do you see the role of business in developing our country?

Suzanne: We are fully aware that the success in communities today will be the success of business tomorrow and that prosperity of business and society as a whole is intricately interlinked. We are also aware that wealth is not merely an issue of material possessions, but comes through a combination of the environment, opportunities and choice. For this reason, we are committed to social upliftment and well-being. Corporate social investment in its most fundamental form means being a responsible corporate citizen, contributing to the reconstruction and development of the country, and the building of relationships between communities, government and business. This is why Beyond Outsourcing is involved in a number of initiatives, ranging from community relations, education and training, beneficiary and HIV/Aids programmes.

Impumelelo: What are your plans for the future of Beyond Outsourcing?

Suzanne: Looking forward, we will continue on our trendsetting path, remaining ahead of the rest of the industry for years to come. We will continue to build relationships and partnerships that are based on trust and understanding, and the desire to attain and maintain the highest form of quality and standards. 