

IDCS HOLDINGS (PTY) LTD



Chief Executive Officer: Suzanne Ravenall

SUPPORT SERVICES / BUSINESS
SUPPORT SERVICES

PROFILE

IDCS is an outsourcing operations implementation company uniquely placed in the market to provide total end-to-end operational implementation solutions. Typically, companies employ highly qualified MBA strategists, equipped to bring all the latest ideas, products, projects and theories to the boardroom. But often, these expert theories seldom make the grade because the organisation lacks the operational implementation staff or capacity to successfully follow-through and execute them.

IDCS steps in and creates a bridge, between valuable strategic expertise, and even more valuable implementation of that expert advice through operational outsourcing/co-sourcing services on a long-term basis, that provides the required business results.

The IDCS team are implementers, this means that the client organisation can comfortably compete in the fast paced world of business, providing the ability to not only respond to, but also execute changing demands; and this is where IDCS' unique operational implementation toolkit raises the standards.

IDCS uses Total Quality Management Processes underpinned by a strong IT infrastructure, to ensure that we are constantly initiating, implementing and managing these initiatives to meet the client's management objectives. Thus, IDCS has the unique capacity to implement the "whole-picture", and not just the basics. IDCS takes over the operational pains which a company experiences, provides the solution, and then runs and manages the solution from an outsource perspective - leaving the continuous problem of results and productivity with the out-sourced partner.

The individuals and staff controlling and working within the company today constantly review our vision and mission statement to ensure that they are in line with a constantly growing business. The staff originally set the vision and mission statement of the company, and therefore this is the guideline for the day-to-day company operations as well as where the directors are driving the company, our dreams and aspirations.

IDCS VISION STATEMENT

"To be a global leader in the delivery of world class operational implementation whilst delivering predictable outcomes through Total Quality Management processes."

IDCS MISSION STATEMENT

"To provide dynamic and innovative professional outsourcing services that enable our clients to excel in delivery, under a variety of conditions, whilst touching the lives of each and every individual associated with us."

COMPANY INFORMATION

COMPANY STATISTICS / DEMOGRAPHICS / HISTORY

Year founded: June 1997
Founding members: Suzanne Ravenall
Number of employees: 195
Number and location of branches: Kirstenhof, No 1 Witkoppen Rd, Block B, C & D, Paulshof, Sandton

BUSINESS AND FINANCE

Turnover: IDCS is a private company and does not publish its results. However, the company has experienced over 100% growth in its last financial year and the company still projects strong growth going forward around people and profits, with the financial results forecast increasing by at least 105% in the next financial year

Subsidiaries: IDCS Properties, IDCS Outsourced Field Services (Pty) Ltd, IDCS Outsourced Back Office Administration Services (Pty) Ltd, IDCS Outsourced Human Resource Services (Pty) Ltd, IDCS Outsourced Training & Development Services (Pty) Ltd, IDCS Shared Services (Pty) Ltd
Holding company: IDCS Holdings (Pty) Ltd
Bank: Standard Corporate and Merchant Bank
Accountants: Equifin Incorporated, PO Box 74423, Lynwood Ridge, Pretoria, 0040

Current customer base: Major accounts / key clients: Vodacom, Discovery, eBucks, Namibia Breweries

NATURE OF BUSINESS:

IDCS is an outsourcing operational implementation company. We take the outcomes required from the client's strategic document, business plan or departmental plan and implement them within given time frames to achieve required predictable outcomes. We then continue to run the operation on an outsource/co-source basis to ensure that the business result remains sustainable. IDCS provides operational implementation within the following five service areas, Human Resources, Field Services, Back Office Administration, Training and Labour Broking.

AWARDS

Recent awards:

- IDCS has been recognised as a Proudly South African company
- IDCS received the following awards:
 - Best Companies to work for (2002/2003, 2003/2004)
 - Most Promising Companies (2002/2003)
 - Top300 Companies (2002/2003, 2003/2004)
- Suzanne Ravenall was voted one of SA's Leading Managers from over 250 plus selected entries - only 59 were chosen, and has also been included in the 2003 and 2004 version of International Historical Who's Who

CONTACT INFORMATION

CEO & Sales: Suzanne Ravenall
Financial Director / Shared Services Director: Kobus Pienaar
Marketing & Communications Manager: Chris Rademeyer
Human Resources Manager / Client Services Director: Chantal Ross
Physical address: Kirstenhof, No 1 Witkoppen Rd, Block B, C & D, Paulshof, Sandton
Postal address: PO Box 99, Rivonia 2125
Telephone: (+27 11) 258 7200
Fax: (+27 11) 803 6178
Website: www.idcs.co.za
E-mail addresses:
Information Technology: it@idcs.co.za
Operational Information: operations@idcs.co.za
Financial Information: finance@idcs.co.za
Training Academy: training@idcs.co.za
General Information: info@idcs.co.za
Product Information: product@idcs.co.za