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# TOP WOMEN IN BUSINESS & GOVERNMENT

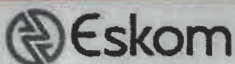


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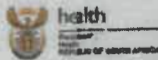
3<sup>rd</sup> edition 2006/7

Platinum Partner

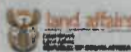


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# Beyond Outsourcing



## Company Profile

Beyond Outsourcing is a proudly South African company with eight years of successfully delivering outstanding business performance results to its clients. In 2004, its CEO Suzanne Ravenall was nominated as one of the four finalists for Businesswoman of the Year; as Entrepreneur of the Year, Ernst & Young runner up; Businesswoman of the Year African Investor Awards; as well as Top Leaders in SA three years in a row. The company has continually remained in the Best Companies to Work For; Most Promising Companies (2003/4/5), and this year with highly professional staff, is a fast growing and exciting enterprise. Firmly positioned within the business transformation outsourcing space, Beyond Outsourcing provides long-term strategic and alliance partnerships of measurable financial value. It works with its clients to transform the operational execution of strategic goals through its generic scalable processes and creative organisational solutions.

## Gender Empowerment and CSI

Beyond Outsourcing encourages a view of personnel and business development in the private sector, which is non-racial, non-sexist and non-discriminatory in the most fundamental sense. The company's view is that South Africa's challenge is the positive integration of diversity and the utmost utilisation of the country's variety of talents and aptitudes. A more holistic approach to the work environment is the essence of the Beyond Outsourcing Employer of Choice Strategy (EOC) in that it assists the company in attracting staff that will serve the needs of the business, while ensuring that the employees are more satisfied and productive. Beyond Outsourcing's approach to employee and business development for disadvantaged South Africans must be in accordance with the employees optimal growth and the growth of the company. The company objective is to ensure a working environment where employees have an opportunity to contribute, learn, grow and advance based on merit. In support of this policy, 2006 saw the implementation of a graduate recruitment programme that specifically targeted black females in areas where talent is considerably difficult to obtain.

## Wish List

**ideal business partners:** Business transformation and/or outsourcing companies within the human resources, customer relationship management, and business process outsourcing space, as well as consulting and information technology  
**ideal client:** Large corporates  
**ideal advertising agency:** Espial Consulting

## Nature of Organisation

**Business sector:** Business transformation outsourcing

**Description of activities:** Through the Beyond Outsourcing group of companies, it provides singular service offerings or full performance improvement solutions through strategic alliances:

- Beyond Delivery (programme management, management consulting, business process re-engineering, change management, business risk and compliance)
- Beyond Technology Infrastructure and development services (provision of proprietary software and alliance partner software solutions focused around the HR and CRM space)
- Beyond Managed Services (outsourcing, co-sourcing) through a managed services factory in the areas of:

- Human resources management
- Customer relationship management
- Supply chain management
- Enterprise asset management
- Back office management

**Number of employees:** +250

**Awards:** Best Companies to Work For (2003/4/5), Most Promising Companies (2003/5), Leading Managers (2004/5), Top 300 Companies (2003/4/5)

**Holding company:** Beyond Outsourcing Global Holdings

### Gender Empowerment Level

- female shareholders: >50.1%
- female executive directors/senior management: >50.1%
- female staff members: >50.1%

## Top Woman



**Suzanne Ravenall:**  
Chief Executive Officer

As the CEO of Beyond Outsourcing, Suzanne Ravenall is responsible for the vision and leadership of Beyond Outsourcing's strategic direction and puts her stamp on the company's values and corporate responsibility. Honesty and integrity are non-negotiable with her. "Brutal honesty has to be a key value of any business wanting to sustain success," she says, "... asking the right questions of your own business and sometimes those that people don't want to hear is critical". Ravenall sees herself as a democratic leader and focuses on empowering staff. She is also a patron for Nkosi's Haven.

## Contact Details

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