



BEYOND OUTSOURCING

Performance Improvement
- Predictable Outcomes®



TOP WOMAN Suzanne Ravenall, Chief Executive Officer

In 2007 Suzanne Ravenall was identified as one of the top 15 Women entrepreneurs in the world by "Leading Women Entrepreneurs of the world". In 2006, she was one of six female nominees for National Business Leader. In 2005, Ravenall was nominated for Ernst & Young Entrepreneur of the Year and a finalist for the African Investor Awards. In 2004, she was nominated as one of the four finalists for Nedbank Business Woman of the Year and runner-up in the African Investor Awards. For the past three years, Ravenall has been recognised as one of our country's leading managers responsible for the vision and leadership of Beyond Outsourcing's strategic direction. She 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". She is also a patron for Nkosi's Haven.

● COMPANY INFORMATION

In 1997, the founder and group CEO of Beyond Outsourcing saw a gap in the market to assist companies by engaging in the provision of outsourced operations execution, through generic and scalable toolkits, enforcing measurement and delivery of the complete operational process, utilising a strategic alliance model with clients. The company's vision is to be a global leader in the delivery of world-class operational implementation while delivering predictable outcomes through total quality management processes. As a result of this vision, Beyond Outsourcing is now a proudly South African company with close to 10 years of successfully delivering outstanding business performance results with its clients.

● GENDER EMPOWERMENT AND CSI

As one of its key cornerstones, Beyond Outsourcing views personnel and business development in the private sector which is non-racial, non-sexist and non-discriminatory in the most fundamental sense. 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 targets black females in areas where talent is considerably difficult to obtain. This is an intensive 12 month programme including training, coaching and practical experience in every area of the business supported by assessments and portfolios of evidence. In addition to our Graduate Recruitment Programme, Beyond Outsourcing partners with several other beneficiary programmes.

● NATURE OF ORGANISATION

Business sector: Business transformation outsourcing

Activity: Provides singular service offerings or full performance improvement solutions through strategic alliances:

- Beyond Delivery (programme management, management consulting, business process reengineering, change management);
- 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, customer relationship, supply chain, enterprise assets and back office management.

Employees: 274

Awards: Best Companies to Work For (2003/4/5/6); Most Promising Companies (2003/5/6); Leading Managers (2004/5/6), Top 300 Companies (2003/4/5/6)

Holding company: Beyond Outsourcing Global Holdings

Annual turnover: Private company

● WISH LIST

ideal business partner: 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 clients: Large corporates

ideal advertising agency: Espial Consulting

● GENDER EMPOWERMENT LEVEL

female shareholders	>50.1%
female executive directors/senior management	>50.1%
female staff members (overall in company)	>50.1%
female staff / percentage of procurement from engendered companies	>50.1%

● CONTACT INFORMATION

Group CEO	Suzanne Ravenall	Physical address	Kirstenhof, 1 Witkoppen Road, Block B, C & D, Paulshof, Johannesburg
		Postal address	PO Box 99, Rivonia 2128
		Telephone	(+27 11) 258 7200
		Fax	(+27 11) 803 6178
Deputy Group CEO & CEO (Beyond Delivery)	Jacques Linden	Website	www.beyondoutsourcing.com