

# Beyond Outsourcing (Pty) Ltd

## (Formerly IDCS Beyond Outsourcing)


**BEYOND  
OUTSOURCING**

### COMPANY PROFILE

Beyond Outsourcing is an outsourcing/co-sourcing operations implementation company, utilising proprietary generic and scalable toolkits; run through a 'managed services factory', as an end-to-end solution; supported through IT, corporate finance and consulting to provide speed, agility and overall sustainable performance improvement and business transformation, either via an outsource or license model.

Beyond Outsourcing is in the business of delivering maximum performance to its clients. Over time the company has developed generic and scalable toolkits that are unique to their business. Furthermore, upon evaluation of international trends and analysis, Beyond Outsourcing has established that these innovations are approximately two years ahead of the market and coupled with our constant investment in technology and maximum performance expectations from employees, Beyond Outsourcing ensures that whatever function its clients has outsourced/co-sourced to them, they will deliver predictable outcomes.

### COMPANY INFORMATION

#### COMPANY STATISTICS / DEMOGRAPHICS / HISTORY

**Year founded:** 1997

**Founding members:** Suzanne Ravenall

**Number of employees:** 237 inclusive of new positions/vacancies

**Number and location of branches:** Head Office: Sunninghill, Johannesburg

**Memberships:** South African Quality Institute, Proudly South African Company, Microsoft Solutions Provider

#### BUSINESS AND FINANCE

**Holding company:** Beyond Outsourcing Global Holdings

**Subsidiaries:** Beyond Delivery, Beyond Shared Services, Beyond Managed Services, Beyond International, Seven S

**Bank:** Standard Bank

**Accountants:** Equifin Inc. Chartered Accountants

**Current customer base:** Blue Chip & SMME

**Major accounts / key clients:** Key clients in both South Africa, and more recently Saudi Arabia

#### NATURE OF BUSINESS

**Description of activities:** Outsourcing/Co-Sourcing operations implementation through a 'managed services factory', using unique generic and scalable toolkits supported through IT, corporate finance and consulting, providing real performance improvement and sustainable business transformation.

**Products / services offered:** Co/sourcing and outsourcing through the managed services environment within the following areas: Customer Relationship Management; Human Resource Management; Back Office Management. The addition of Supply Chain and Logistics Management as well as Enterprise Asset Management is also under way. Through Beyond Delivery; Programme Management; Management Consulting; Compliance Management; Performance Improvement Solutions. Through Beyond Technology: Software development; Business intelligence. Full suite of software products around HR, field force automation (PDA and Pen Technology), back office and training.

**Export activity:** Currently Beyond Outsourcing is co-sourcing the recruitment requirements of the largest petrochemical company within the Kingdom of Saudi Arabia, in conjunction with its partners. A number of initiatives are in place in order to expand Beyond Outsourcing into the African market and beyond through both license and full outsourcing.

#### CONTRACTS AND AWARDS

**Industrial standards:** ISO9001: 2000 Accreditation

**Recent awards:** SA's Top 300 Companies in (2003, 2004); SA's Most Promising Companies (2003, 2004, 2005); SA's Best Companies to Work For 2003, 2004, 2005); Suzanne Ravenall was voted one of SA's Leading Managers (2003, 2004) and featured in International Who's Who (Leaders are selected from 150 countries who are seen to be shaping and changing economies); and was nominated as one of the Top 5 finalist's for the Nedbank Businesswoman of the Year (2004); Runner up for business women of the year award African Investor and nominated for Ernst & Young World Entrepreneur of the year award, SA leg 2005.

#### TRAINING, EMPOWERMENT, CSI

**Training programmes:** The upliftment of employee capability and ability according to a structured line of sight through the organisation has, and continues to be, one of Beyond Outsourcing's key focus areas. In 2004, we developed and implemented three World Class key Training Programmes to assist in the continuous on-the-ground development of all of our managers through the organisation i.e.

- Performance Management and Appraisal Skills
  - Recruitment, Selection and Interviewing Skills
  - Industrial Relations and Corrective Management Skills
- Other continuous Technical Training courses are conducted throughout the year according to the Training Needs Analysis, coupled with a proprietary 'Tactics' Management Development Programme

**Empowerment initiatives:** Provision of a recruitment system to all recruitment suppliers free of charge to assist in their growth and development. 48% of the company's spend goes through black empowered companies. During 2005 Beyond Outsourcing will be launching a BEE graduate recruitment programme aimed specifically at obtaining talent around specialised skills

**Corporate social investment initiatives:** Beyond Outsourcing supports/has supported the following CSI Initiatives: Digital Partnership; Omthandweni; CANSA; CPWF; Nkosi's Haven; Blessed Place of Safety; The House; Cerebral Palsy

#### EMPOWERMENT STATUS

**Empowerment level**

- **shareholding (%)**: 25.1%
- **executive directors (%)**: 25.1% (on final completion of BEE deal)
- **total staff (%)**: 40.8%

**Group CEO**  
Suzanne Ravenall



### CONTACT DETAILS

**Group CEO:**

Suzanne Ravenall

**Group COO/CEO:**

**Managed Services:**

Grant Fagan

**Group Financial Manager/Shared**

**Services Director:**

Roland Poyrus

**Director Human Capital:**

John Folster

**Physical address:**

Kirstenhof, No. 1 Witkoppen Road,

Paulshof, Johannesburg 2056

**Postal address:**

PO Box 99, Rivonia 2128

**Telephone:**

(+27 11) 258 7200

**Fax:**

(+27 11) 803 6178

**Website:**

[www.beyondoutsourcing.com](http://www.beyondoutsourcing.com)

**Email:**

[info@beyondoutsourcing.com](mailto:info@beyondoutsourcing.com)