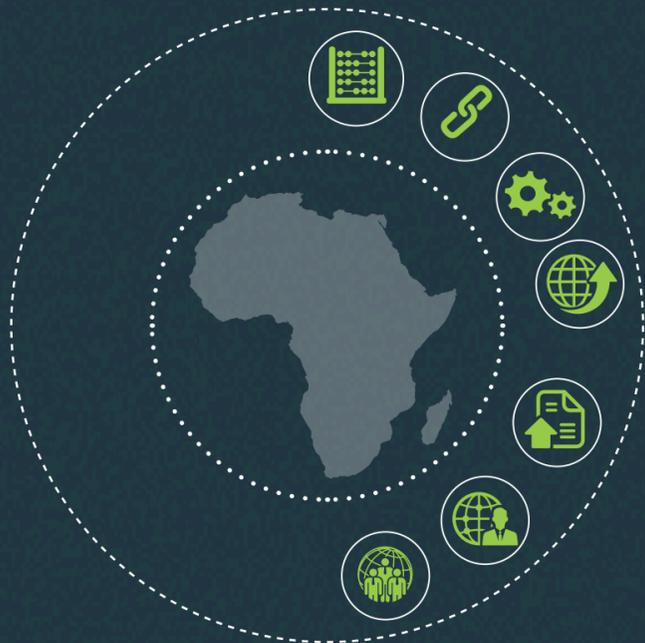


# Business-Process-as-a-Service (BPaaS)

## Partnering to drive business impact



Deloitte's Business-Process-as-a-Service (BPaaS) provides our clients with a unique and comprehensive approach to assess and deliver operational effectiveness.

Our approach leverages alternative resource models, leading edge technology and application systems through bringing together all of Deloitte specialist skills and methodologies to deliver a relevant solution to clients based on a business partnership model.

Our team offers end-to-end support that takes your business to the next level. We partner with key people in your business to drive business performance, through optimised finance and operations functions. This is done by implementing and maintaining unique high-value solutions, using models, technology and applications. You will discover there are many reasons to consider partnering with Deloitte to drive business impact.



### Full suite of offerings:

- Accounting & Financial Advisory
- Supply Chain Management
- Project Services
- Technology & Applications Outsourcing



### Look out for our new suite of offerings, which will be unlocked later this year:

- New! Human Resource Administration
- New! Industry Solutions
- New! Shared Services & Outsourcing Advisory



### Accounting & Financial Advisory

We leverage our extensive hands on expertise in accounting and finance processes together with tested methodologies to provide the right custom built solution to support you to achieve peak performance in your finance function.

We deliver our solutions through a team of experienced and solution orientated resources. Our fully outsourced solution, which is managed by Deloitte, can be hosted either on our clients infrastructure or on the Deloitte owned secure infrastructure and accessed by the web.

If you are looking for tailored accounting & financial advisory solutions to enhance your company then consider Deloitte Accounting & Financial Advisory.



### Supply Chain Management

Our Supply Chain Management offering provides custom-crafted supply chain strategies and managed services that are capable of integrating the client's unique strategic and operational challenges, enabling them to focus on their core business.

We offer end-to-end solutions, deep expertise and experience on a global scale, with access to global best practice and benchmarks, along with access to exceptional leaders. Maximise the value of your investment through efficiency, costs and standardisation with BPaaS from Deloitte.

Our results-based approach allows for monitoring and enforcing compliance in order to ensure that the objectives set out in the beginning are met. This way, quality is optimised, delivery is timeous and costs are managed successfully.



### Project Services

Deloitte has one of the largest programme leadership capabilities in the marketplace and we are renowned for our critical involvement in our clients' largest and most complex change and capital programmes. The ability to manage change is in itself a strategic differentiator and we have developed a range of capabilities and offerings that deliver successful and accurate outcomes for our clients.

How can our dedicated team of high-calibre project and programme management specialists help your organisation?



### Technology & Applications Outsourcing

Deloitte partners with you to manage your critical data in the cloud, and we assist you in developing cloud-based solutions and improving compliance and general IT controls. Through our IT solution, you will enjoy access to leading-edge technology and data security, plus you can count on increased efficiency.

Consider us an invaluable partner for managing critical data in the cloud, along with the IT assurance needed to improve compliance in your organisation.



### New! Human Resource Administration

Our expertise in labour and regulatory environments, provide us a strong platform to offer end-to-end solutions in the Human Resources space. We provide services covering the employee lifecycle from recruitment to retention and in performance and skills management. Collectively, our services provide a one-stop shop to manage your workforce of the future

You will want to consider Deloitte for all of your HR Administration needs.



### New! Industry Solutions

Deloitte is investing in key industry capabilities in the areas of Banking, Insurance, Telecoms, Energy and Resources as well as the Public Sector. Our intent is to build in-depth expertise in these verticals that will combine the best of process, frameworks, technology and expertise and provide a holistic solution to clients for the African market.

Consider Deloitte for seeing to all of your industry needs.



### New! Shared Services & Outsourcing Advisory

Deloitte provides deep experience and advisory capabilities for clients looking to build their own internal shared services and/or embark on their outsourcing journeys. Our areas of expertise include strategy, design, business case development, build, transition and implementation of shared services for clients. In the area of outsourcing, Deloitte offers advisory and technical support through the contracting process inclusive of RFP development and contracting support, scope and operating model definition and transition and ongoing governance.

For all of your shared services and outsourcing advisory needs, look no further than Deloitte.



## Our leaders

Innovative Business Style Gurus who fashion the very latest processes for our clients.

### Sandile Gwala

The renowned trendsetter for global business

Sandile is the leader of Business-Process-as-a-Service (BPaaS) in Africa. He is a specialist in setting the trends for global outsourcing and turning around distressed public entities.

Tel: +27 (0)11 209 6899  
Email: sgwala@deloitte.co.za



### Nazeer Essop

A model professional leader in Accounting & Financial Advisory

Nazeer is the leader of Accounting and Financial Advisory in Africa. He has in depth experience in the delivery of effective solutions to clients to address their financial and operational challenges.

Tel: +27 (0)12 482 0268  
Email: nessop@deloitte.co.za



### Lerato Sithole

Responsible for making Supply Chain Management a show-stopping business performer

Lerato is the leader of Supply Chain Management in Africa. She has vast experience in supply chain performance improvement and optimisation and, driving cost and operational efficiency.

Tel: +27 (0)12 482 0241  
Email: lesithole@deloitte.co.za



### Lungelo Nomvalo

Taking the lead with an impressive line-up of Project Services in Africa

Lungelo is the leader of Project Services in Africa. He is also the sector leader for the firm with the Metros, as well as the key liaison for the firm regarding the City of Johannesburg.

Tel: +27 (0)12 482 0022  
Email: lnomvalo@deloitte.co.za



### Leana du Plessis

The leading light behind Technology and Applications Outsourcing

Leana is the leader of Technology and Applications Outsourcing in Africa. In her role, she has led teams in design, development and implementation of custom-developed web-based solutions.

Tel: +27 (0)12 482 0364  
Email: lduplessis@deloitte.co.za



### Vandana Ramani

Responsible for keeping Shared Services in the business spotlight

Vandana is the Shared Services and Outsourcing advisory leader for BPaaS. She works closely with clients to drive their shared services and outsourcing agendas, from strategy, design to implementation.

Tel: +27 (0)11 304 5139  
Email: varamani@deloitte.co.za

