



the dti

Department:
Trade and Industry
REPUBLIC OF SOUTH AFRICA

FREE ADMISSION
TO BPO PROFESSIONALS

READY TO COMPETE-

South Africa's BPO Capabilities in the Financial Services Sector

The UK Launch of the authoritative Everest® Report

South African High Commission Tuesday 3rd March 2009

Chairman: Stephen Thomas *Professor of Finance, Cass Business School*

The Report

The findings of this report are crucial to inform decision - making in the BPO Space.

This report presents a deep, fact -based view of South Africa's current BPO capabilities and potential for growth in the Financial Services sector. Highlights South Africa's key differentiators with respect to other offshore destination and the key risks and tradeoffs that investors need to consider. Scale of operations, delivery maturity, type of value delivered and client geographies served.

Who should Attend

CEO, CFO and Senior Management

Sectors

- **Banking:** Retail, Credit & Debit Card, Loans and Mortgage Companies, Debt Recovery
- **Insurance:** Life & pensions, Property & Casualty, Short-term Insurance, Health Insurance
- **Asset Management:** Retail Assets Management, Custody and Fund Administration

Agenda

- 09.00 Registration and Refreshments
- 09.30 South African Business Environment
(South Africa's Minister of Trade & Industry, Mr Mandisi Mphahlele)
- 09.50 Ready to Compete - the findings
(Everest Group, Mr Nikhil Rajpal, Principal Global Services)
- 10.20 Case Study 1: The Investment Experience in South Africa
(Teleperformance, CEO Mr Keith Price)
- 10.40 Case Study 2: South Africa Back Office Financial Services - Financial Administration
on behalf of UK clients performed in South Africa (Daniel Micali, Director Silica Holdings (Pty)Ltd)
- 11.00 South African BPO and the challenging Global Economic Environment
(BPeSA, CEO Mr Mfanu Mfayela)
- 11.20 Expert Panel Q & A
- 11.45 Close & Networking Buffet Lunch

Research commissioned through a partnership



The Department of Trade and Industry represents the Government in the Partnership and participates in the BPO Sector Support Programme through its Strategic Competitiveness Unit, situated in the Enterprise and Economic Development Division (EIDD)

<http://www.thedti.gov.za>



The Business Trust Business Process Outsourcing Support Programme has been established to enable actors in the public and private sectors to work together to establish South Africa as a preferred location for Business Process Outsourcing as a means of creating 100,000 jobs and thereby reducing unemployment and poverty.

<http://www.btrust.org.za/>



Business Process enabling South Africa is the national coordinating body representing the interests of the Business Process Outsourcing & offshoring sector in South Africa. The organisation represents the industry and has 4 regional arms in Gauteng, the Western cape, KwaZulu-Natal and the Eastern Cape.

<http://www.bpesa.org.za/>

Everest Group and Letsema Consulting were commissioned to conduct the research on behalf of the Partnership



Please reply to invitation - if you are unable to attend yourself, then a colleague or representative of your organisation will be welcome to come along in your place. Please advise accordingly.

Title:	Surname:	First Name:
Employer's Name:		
Employer's Address:		
		Postcode:
Attendee's Email Address:		
DX No:		
Contact Tel:	Fax:	
Special Requirements:		

Contacts: Rob Cannavo (Counsellor - Economic) James Baillie (Marketing officer)
SADTI Trafalgar Square London WC2N 5DP
Tel: 020-7451-7237 Fax: 020-7839-0634
eMail: london@sadti.co.uk

