Bytes People Solutions:
a holistic, integrated and personal approach to outsourcing

Bytes People Solutions approaches business process outsourcing differently. As an absolute minimum, we do not separate it from other business areas. Nor do we disregard the human element that underscores its success. Instead, our end-to-end solution is holistic, integrated and personal. It is a solution that considers the entire system of which outsourcing is a part, as well as the lives that it has the capacity to transform.

BUSINESS PROCESS OUTSOURCING

Outsourcing

Co-sourcing

Off-shoring

Customer Needs

Positive Staff

Increased Productivity

SKILLS DEVELOPMENT

TALENT MANAGEMENT

SKILLS FACTORY

ON-BOARDING

Bytes People Solutions has close on 20 years' experience in people and business development. Our experience in analysing business processes gives us insight into the implementation of tailor-made business optimisation solutions. These solutions range from outsourcing and co-sourcing to off-shoring, depending on our clients' requirements and the services and products related to the business task at hand. Such projects may include, but are not limited to, contact centres, recruitment, resourcing, skills development and technical support.

Outsourcing, co-sourcing and off-shoring of non-core and specialist functions can lead to a host of benefits. The most crucial of these is the resultant freedom that allows an organisation to focus on its central operations and future growth strategies. Of course, this is only the case if the individuals who form part of these ancillary teams have been sufficiently trained and developed to manage their assigned tasks efficiently and effectively.

Bytes People Solutions' approach to business process outsourcing focuses on bringing in people who have been sufficiently upskilled and who have received the necessary investment in their professional trajectory. This is achieved through our skills factory as well as the on-board training we offer, which nurtures a commitment in our employees that ensures they are happier, less likely to fall prey to attrition, and more likely to contribute proactively and productively to their environment. Inevitably, this creates a business culture within our clients' organisations that is driven by excellence, and

one in which they have a better chance of building strategic partnerships with their customers.

The business process outsourcing industry has developed into a key job creator for South Africa, a country afflicted by mass unemployment and skills shortages. Bytes People Solutions is well-positioned to capitalise on these opportunities through its skills development and talent management initiatives. Bytes People Solutions also offers trusted technology solutions to support its business process outsourcing efforts.

The business process outsourcing field is successful only if it is considered as part of the greater organisation in which it fits, and only if the people brought in to assist are nurtured at every step of the process. This approach is precisely what sets Bytes People Solutions apart and ensures repeated success in our endeavours, both at a personal and business level.

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