



**SHARED
SERVICES**

innovative business solutions



Company Profile

Company Overview

Human Capital

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Strategy & Efficiency

Outsourcing & Shared Services

Contact Information

www.sharedserv.co.za



We Help Organisations Perform Better

Shared Service Investments (Pty) Ltd (SSI) (Level 2 B-BBEE Company) is a multi-dimensional consultancy with a single objective: to be a provider of innovative business efficiency solutions, by focusing on organisational processes and the most untapped resource – people.

We work with our clients and acknowledge that they are the foremost authority on their requirements - allowing us to establish a bridge between valuable expertise and even more valuable implementation.

Through the use of specific and highly proficient practitioners, we develop unique and modifiable solutions to promote organisational growth, sustainability and survival in a constantly changing business environment.

Partnering for Return on Investment

SSI is a subsidiary company of AIH (Level 2 B-BBEE Company) and was established in 2008 to provide innovative cost reduction, process efficiency and Business Outsourcing Solutions to organisations dealing with the consequences of the global credit crunch.

Originally established to service automotive assembly and related enterprises, we have subsequently evolved to deliver various business, learning and efficiency solutions for clients across all industries.



Women in Leadership Conference

An annual event hosted by SSI, designed to address the challenges that women face today through the real-life experiences of successful women.

Through improving the understanding of the leadership obstacles encountered by women in the modern world, our conference fosters female executives to lead change effectively - allowing them to develop teams of extraordinary leaders and adapt skilfully to the changing environment in which executives operate.

To learn more about this exciting source of valuable information, insights, tools and networking opportunities, please visit www.womeninleadership.co.za.



Human Capital Solutions

In our experience, we believe that progress is driven by people and that proficient employees are the primary advantage in the business world. The turbulent external environment and specific client contexts require solutions that are carefully thought out, unique and fit for their purpose.

Our Human Capital Offerings are informed by a unique combination of insight, thought-leadership and action which provides your business with practical and pragmatic Human Capital Solutions – improving and sustaining its performance.

Key Service Offerings

Human Capital Strategy and Process

- Employment Equity Reporting
- Strategic Human Resource Plan Formulation

Talent Attraction & Management

- Recruitment & Selection
- Design & Delivery of Onboarding Solutions
- Talent Audit

Organisational Development

- Leadership & Management Development
- Women in Leadership Conference
- Culture Survey
- Team Development
- Psychometric Assessment Services
- Assessment of Individual Capacity and Potential
- Assessment of Team Capability and Potential

Organisational Dynamics

- Organisational Design
- Rewards & Remuneration
- Industrial Relations
- Employee Wellness & Employee Assistance
- Performance Management

Interim HR Management

- Programme Management
- Policy & Procedure Creation
- General HR Services & On-site Consulting

For detailed breakdowns of our Human Capital Offerings, please visit:

www.sharedserv.co.za/human-capital



Training & Development Solutions

Our team of Training and Development Specialists will ensure that all employees in your business have the necessary skills to flourish within their operating environment.

We believe that all organisations should employ well-rounded training initiatives. For this reason, we endeavour to consult on and implement training and development programmes which focus on both hard-skills (technical) and soft-skills (interpersonal and client orientation).

Key Service Offerings

- **Computer Skills Training**
- **Soft Skills Development**
- **Occupational Health & Safety**
- **Technical Training**
- **Operator & Driver Training**
- **Legal Training**
- **Other Interventions**
- **Customised Training Interventions**

SETA Accreditations

Apart from our own firm footprint in the field of accreditation and consulting, we're associated with fully accredited business partners who ensure that our clients are legally compliant and experience no difficulties in the claims process from their relevant SETA.

Our own and our industry partners' training and development interventions are continuously reviewed to ensure alignment to both SAQA Unit Standards and National/International best practice for the relevant industry. In this way – we're constantly striving to stay abreast with the latest developments in a constantly evolving business environment.

SSI's Training and Development Programmes are accredited with the following authorities:

- Health and Welfare Sector Education and Training Authority (HWSETA)
- Transport Education and Training Authority (TETA)
- Construction Education and Training Authority (CETA)
- Mining Qualifications Authority (MQA)
- Manufacturing, Engineering and Related Services (MERSETA)
- Chemical Industries Education and Training Authority (CHIETA)
- Services Sector Education Training Authority (Services SETA)

Accreditation numbers can be requested from any of our consultants. Some accreditation numbers are still pending for the above mentioned SETAs.

For detailed breakdowns of our Training & Development Offerings, please visit:

www.sharedserv.co.za/training-and-development



Strategy & Efficiency Improvement

Our Strategy & Efficiency Improvement Solutions support the strategic mandate of our clients in the key areas of growth, strategic transformation and business improvement/optimisation.

We work with our clients to ensure that strategies are implementable and that their outcomes are measurable. Our strategic planning methodology allows decision-making teams to envisage the future and identify opportunities for improved and sustainable business growth.

Key Service Offerings

- **Workflow Mapping & Improvements;**
- **Industrial Engineering Studies;**
- **Various strategic Analyses such as SWOT, Competitive Advantage Analysis, Cross Impact Analysis, Boston Consulting Matrix;**
- **Business Strategy Development;**
- **Managing General Strategies such as Concentrated Growth, Market Development, Product Development, Innovation, Horizontal / Vertical Integration, Concentric/ Conglomerate Diversification and Turnaround;**
- **2020 Readiness Assessment;**
- **Continuous Improvement Systems;**
- **Visual Management;**
- **Market Development;**
- **Scenario Planning;**
- **B-BBEE Advisory Services: Benefits, Scorecard, Workshops for Preferential Procurement Optimisation, Enterprise and Supplier Development, B-BBEE Training;**
- **Local Economic Development Advisory Services;**
- **Corporate Legal Services.**

For detailed breakdowns of our Strategy & Efficiency Offerings, please visit:

www.sharedserv.co.za/efficiency-and-strategy-solutions



Outsourcing & Shared Services Solutions

Outsourcing, in broad terms, is the strategic transfer of certain internally-handled business functions, components or processes to an outside contractor. In order to remain competitive, many companies make use of outsourcing as a way to reduce costs, increase efficiency and refocus critical resources.

Our Business Process Outsourcing methodology is based on clear strategy, operational requirements and sound business case. Through in-depth consultation with the leadership of an organisation and by identifying Core Expert Providers, we're able to bring value benefit to all non-core processes within organisations under cost pressure. This results in reduced business complexity and improved efficiency – covered by a one-stop umbrella relationship with a Shared Services Structure.

Key Service Offerings

- **Customer Relationship Management**
- **Supply Chain Management**
- **Information Technology Management**
- **Financial & Incentive Management**
- **Sundry Service Management**

The Benefits of Outsourcing & Shared Services

- One umbrella organisation to deal with leverage on cost and efficiency benefits through Expert 2nd and 3rd tier providers;
- Removal of all non-core processes from management scope in a business, resulting in reduced business complexity;
- Single Service Level Agreement and Key Performance Indicator monitoring;
- Continuous cost and productivity improvement drive;
- Dissemination of Best Practice amongst participants.

For detailed breakdowns of our Outsourcing & Shared Services Solutions, please visit:

www.sharedserv.co.za/outsourcing-and-shared-services

Find Out What We Can Do For You

Shared Services Investment (Pty) Ltd has two offices and is based in the greater Pretoria Metropolis, South Africa. Our Operational Office is located Rosslyn and our Corporate Holding Office is located in Ashlea Gardens.

You can find all of our contact information below.

General Contact Details

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Fax: +27 (0)86 633 3233

Email: info@sharedserv.co.za

Postal Address

Shared Services Investment
P.O. Box 461
Rosslyn, Pretoria
South Africa
0020

Rosslyn Operational Office

1st Floor, North Wing, Central Hub

Automotive Supplier Park

30 Helium Road

Rosslyn, Pretoria, South Africa

GPS Coordinates: S25° 36' 56" E28° 04' 14"

Ashlea Gardens Corporate Holding Office

Ashlea Gardens Office Park

Corner of Garsfontein and Matroosberg Avenue

Ashlea Gardens, Pretoria

GPS Coordinates: S25° 47' 0.78" E28° 16' 1.35"

Maps & Online Enquiries

You can find maps to our offices and make online enquiries by visiting:

www.sharedserv.co.za/contact-us



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