

Welcome to Future Africa Consulting and Training (FACT)

FACT is a Business Process Outsourcing and Offshoring (BPO&O) company. According to the Department of Trade & Industry's (DTI) Sector Development Strategy, eight sub-sectors are identified within the BPO&O sector.

FACT focuses on four of these sub-sectors specifically:

- Human Resources and Payroll Services
- Contact Center Solutions
- Sourcing and Procurement of Products and Services
- ICT Services

Business Process Outsourcing (BPO)

BPO is the outsourcing of non-core business activities or group of functions, such as payroll administration, HR administration and recruitment activities to a specialist service provider. The benefits to the client include focusing on core activities while remaining in control of the quality of non-core activities through the specialist service provider.

Business Process Offshoring (BPO&O)

BPO that is contracted outside a company's own country is called offshore outsourcing. South Africa is being recognised as a destination of choice for outsourcing business support services, mainly call centres and HR activities. South Africa offers a cost saving over European destinations and more importantly presents a higher quality offering than Far East and Indo sub-continent countries. Many International companies are exploring opportunities for off-shoring its call centre operations to South Africa. Multi national companies such as Fujitsu-Siemens Computers and Nokia Siemens Networks have invested with FACT in South Africa to achieve cost savings and also maintain higher customer satisfaction levels.