



## Mpact Shared Services

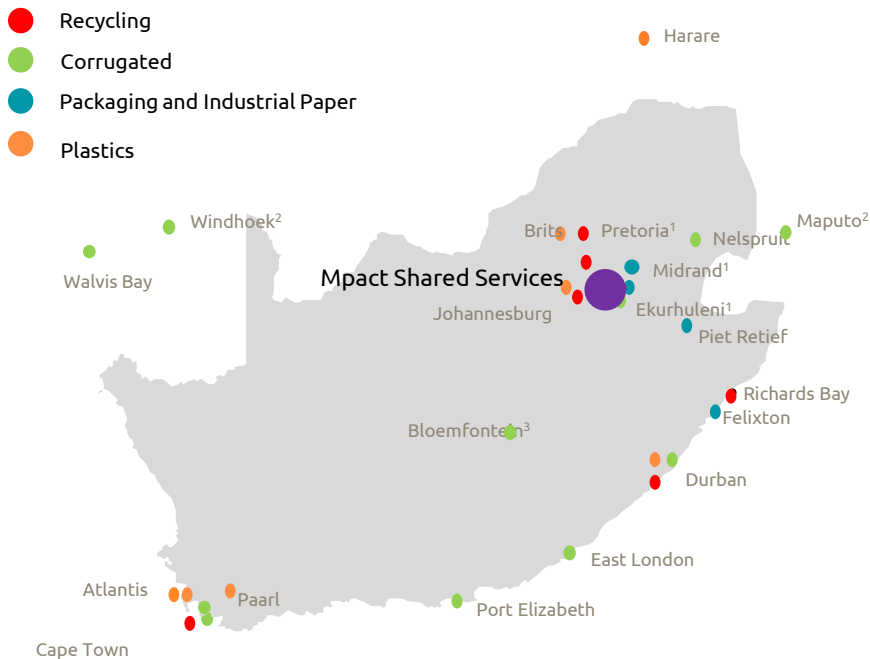
Analyst and investor site visit

15 & 16 November 2011

# Overview

## Staff numbers

Employees	47
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## Services rendered

### Financial Services

Master Records for Debtors and Creditors

Debtors Processing

Creditors Processing

Maintain Fixed Asset Records

### Employee Services

Payroll

HR Administration

### Other Services

Employment Equity Reporting

BBBEE Reporting

Governance and Statutory Reporting

Quality services worth their price: Supporting the Mpac strategy

# Purpose

- Cost reduction
  - by simplifying processes
  - reducing number of manual steps
  - concentration of skills
- Effective data utilisation
- Corporate Governance (including fraud detection and prevention)
- Statutory requirements
- Benchmarking

# Benchmarking

MEASUREMENT	MPACT ACTUAL	WORLD CLASS AVERAGE
<b>Call centre</b>		
Average call duration	<b>2.32 minutes</b>	5 minutes
Answered within 20 seconds	<b>86 %</b>	80 %
Queries handled	<b>75 %</b>	50 %
Creditors invoices per clerk per annum	<b>9,800</b>	9,200
Debtors invoices per clerk per annum	<b>16,300</b>	12,900
Current cost per invoice R41 (Company A R57); 14 clerks 9,500 creditors (Company B, 15 clerks 3,000 creditors)		
<b>Employee Services</b>		
Educos R64 (Company A R78)		

# Technology (Automated Processing)

- Voice recognition and recording
- Scanning of documents
- Electronic storage of data
- Optical verification of data

# Way forward

- Self service for payroll and HR to reduce the number of steps in these processes
- Increasing document types stored electronically (e.g. procurement process)
- Rendering shared services to other companies (in 3 to 5 years)