

building tomorrow together

BPESA

BPESA MEMBERSHIP

everything you need to know



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core service offerings aligned to member preferences



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membership categories



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differentiated fee combinations per membership group & organisation size



About us

BPESA is the recognised Industry Body and Trade Association for the Business Process Outsourcing (BPO) Sector in South Africa. As a not for profit entity, BPESA was established to promote trade and serve the interests of its many stakeholder groups engaged in the development, growth and sustaining of this vibrant industry that cuts across many sectors of the economy.

BPESA's services are targeted at international captive and outsourcing operators; domestic captive and outsourcing operators; vendors supplying services to the sector; and the international clients whose customers are serviced from South Africa. BPESA delivers its services in partnership with Government, at all levels, and various not for profit organisations including social enterprises and the professional bodies that support contact centre services, finance and accounting services, legal services, IT services, HR services and knowledge services.

BPESA is funded by its members, for its members.

This brochure provides an overview of the various service options available to you as a member for 2018/2019.

Your voice - our promise



opportunities & support for all organisation sizes

industry mobilisation

networking opportunities

advice

latest market information

quality representation

attractive value proposition

best practices

skills development

robust talent pipeline

intellectual capital sharing

promoting foreign direct investment

knowledge sharing

innovation united growth

'one-stop BPS shop'

governance

global benchmarking

sustainable job creation

strategic partnership opportunities

industry insights

global standards

creating an enabling environment

driving SA as top BPO destination

collaboration of industry bodies and government

transparent & consistent communication



Membership services

Our membership services have been designed to respond directly to the expressed needs of the sector's stakeholder groups. They are intended to assist each member to enhance their own business performance and to support them in achieving their goals while also enabling South Africa as a collective to achieve its economic development, job growth and skills development goals.

CORE SERVICES & SEGMENT PREFERENCES

SERVICE CATEGORY	SERVICES
Publishing market information	KIR; quarterly jobs growth report; local and domestic market research (salary survey; human capital reports; case studies per segment; policy docs for incentives; tax; BBBEE; skills; VISAs; immigration etc.)
Formulating, promoting and maintaining an industry value proposition and related sector growth strategy	Access to a) a single BPO value proposition for SA with a refresh every three years b) participation in an industry growth strategy that addresses all segments
Arranging sector specific investment promotion events	Publication of a marketing calendar; notification of and facilitated access to investment promotion trips and related events; annual analyst event
Promoting and facilitating your participation in industry networking events	Annual awards with categories for each segment; sports days per quarter in each region; career promotion expo per year
Lobbying government support	Advisory and support service (one stop shop) in partnership with government to optimise access to government services and support
Providing you with access to the BPESA web site and social platforms	Listing service on the BPESA website; skills portal and links to BPESA social platforms
Representative in each region	Dedicated regional representative to manage stakeholder relationships
Promoting and facilitating your participation in skills development activities	Participation in skills projects and initiatives
Professionalise the sector and promote it as an attractive career	Endorsement of relevant Industry standards (ISO, SABS, other); and promotion of professional designations, CPD, and career pathing with CCMG and other professional bodies
Coordinating your involvement in industry forums for demand and supply-side	Participation in the skills forums, technical working groups; formulation and maintenance of the sector skills strategy



Membership services & fee structure

Members can select the most suitable membership service package choosing between the platinum (all inclusive) and gold options. Companies with less than 200 employees pay 60% of the listed fee while those with more than 200 employees pay the full fee as advertised. Should you select the gold option, you can always benefit from other members services by paying for those services on a pay as you use basis. Each of these additional services will be quoted on request.

Fees are payable in full, annually in advance, with the membership term running from 1 April to 31 March.

Where a member joins BPESA after 1 April, the annual fees will be prorated according to the remaining months in the membership year.

Services	International Outsourcers		International Captives		Domestic Outsourcers		Domestic Captives		Vendors & NPCs		Clients	
	Platinum R110,000	Gold R60,000	Platinum R80,000	Gold R48,000	Platinum R50,000	Gold R30,000	Platinum R40,000	Gold R24,000	Platinum R30,000	Gold R8,000	Platinum R50,000	Gold R30,000
Market Information & Research												
Annual Key Indicator Report	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Quarterly International Jobs Growth Report	✓	✓	✓	✓	●	●	●	●	✓	✓	✓	✓
Industry Policy Documentation	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
White Papers	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Case Studies	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Skills Data	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Salary Data	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Investor Fact Sheet	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Marketing & Investment Promotion												
Access to detailed BPO Value Proposition	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Participation in Quarterly Demand Forums	✓	✓	✓	✓	●	●	●	●	●	●	●	●
Marketing calendar	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Facilitated access to investment promotion trips (Trade Missions) and related events	✓	●	●	●	✓	●	●	●	✓	●	●	●
Access to BPO Analysts via webinar (4 sessions per year)	✓	●	✓	●	✓	●	✓	●	✓	●	✓	●
Discounted access to 1 analyst event locally per year	✓	●	✓	●	✓	●	✓	●	✓	●	✓	●
Content contribution to quarterly newsletter	✓	●	✓	●	✓	●	✓	●	✓	●	✓	✓
Content contribution on BPESA website	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	●	●
Listing on Member Directory page	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Dedicated webpage on BPESA website	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	●	●
Company videos profiled on BPESA website	✓	●	✓	●	✓	●	✓	●	✓	●	●	●
Access to BPESA social platforms	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Skills Development												
Participation in quarterly Skills Forums and Technical Working Groups	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Access to BPO Skills Strategy	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Access to BPESA Skills Portal	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Access to Career Promotion Video	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Participation in career EXPOs and promotion	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	●	●
Discounts for BPESA endorsed master classes	✓	●	✓	●	✓	●	✓	●	✓	●	●	●
Equal access to funded skills projects	✓	●	✓	●	✓	●	✓	●	✓	●	●	●
Industry Development												
Participation in annual awards	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Access to industry networking opportunities	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Access to regional representative	✓	●	✓	●	✓	●	✓	●	✓	●	✓	✓
Endorsement of relevant Industry standards (ISO, SABS, relevant other)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Promotion of professional designations, continuous professional development, and career pathing with professional bodies	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Government Lobbying & Support												
Lobbying Government support	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Support in accessing government incentives and investment support	✓	✓	✓	✓	●	●	●	●	●	●	●	●

✓ included

● ad hoc services at additional charge

● not applicable

Building a sustainable future for our South African industry & youth



In partnership with
National, Provincial & City Government



 **Contact us**



www.bpesa.org



+27(0)21 427 2900



info@bpesa.org.za



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BPESA BPO @BPESABPO



BPO Invest in SA @BPO2SA



BPESA
(Business Process Enable South Africa)



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