

Digicall Solutions acquires local business of International SOS

Business process outsourcing company, Digicall Solutions, acquired the South Africa domestic business unit of International SOS, an international medical and security services company, under a franchise agreement, effective from 1 April 2012.

The acquisition, for an undisclosed sum, combines two complementary businesses to create a leading, national enhancement services company providing tailor-made, domestic solutions to clients across a broad spectrum of diverse industries in South Africa for Digicall Solutions.

"As pioneers of the paperless, automated glass claims process, which interfaces and talks to more than 100 insurers and brokers daily, we have grown through a strategy of niche acquisitions and new start-ups. These businesses were aligned with our overall strategy of becoming a major player in the high volume, predictable claims and transactional processing space," Willem de Clercq, CEO of Digicall Solutions explains. "We handle a high volume of transactions originating from a multitude of sources across very diverse technology platforms. Our capability to interface and seamlessly connect to disparate platforms is testimony to our IT skill set and depth of expertise."

A strong domestic partner

Tjaart van Stryp, CEO of International SOS' domestic business in South Africa said: "We believe, with this franchise agreement, we will have a strong domestic partner with which to collaborate on joint opportunities, thereby assisting the growth of our footprint locally, regionally and globally.

"International SOS remains committed to further developing its business activities and investments in South Africa. It will be growing its already successful global Health Check and Vaccination platform, as well as investing in new global centres of excellence in Johannesburg to provide emergency and non-emergency occupational health services to offshore industries."

The South African domestic business will continue to use the International SOS brand and will operate under a franchise agreement from International SOS. Staff will remain on site for a short period before moving to their new premises. No job losses are envisaged.

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