

NCTSA

2015

COMPANY PROFILE





Head Office Address:

50 New Modder Road
Benoni
Gauteng

Postal Address:

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1508

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Website:

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Management:

NCTSA is a member driven organisation

Reg. No.:

2013/209108/07

VAT No.:

4950267650



NCTSA

Background

INTRODUCTION

NATIONAL COMMERCIAL TOWING SOUTH AFRICA was created by a group of service providers who recognized the need for an entity with wide reaching coverage and a single point of contact for insurance and logistics companies.

Service providers from all over Southern Africa have formalized communication channels through a mobile forum. From this forum any member knows what is happening in any part of South Africa and can request assistance in real time from any other provider, irrespective of whether they are in Cape Town or Johannesburg. Immediate real time response meant that no-one would have to wait hours to be assisted.

Currently the NCTSA is the only service provider in Southern Africa who can boast true National Coverage, with the best response time in the industry.

STRUCTURE

The Head Office for NCTSA is situated in Benoni in Gauteng which is the economic hub of South Africa. Head Office boast a 24 hour 7 day a week call centre that receives distress calls and dispatches recovery vehicle(s) throughout the country. Computer systems at head office maintain a log of call as well as sending an SMS to the stranded driver informing him of recovery vehicle details and ETA of recovery vehicle. Regional service providers from one of our many branches situated throughout South Africa render assistance, with the fastest response time in the industry.

Regional offices which are situated in each of the nine provinces ensure that branches adhere to Service Level Agreements and agreed upon response times. Each of the over forty (40) branches are strictly regulated to ensure professionalism of their staff and the quality of their equipment. Any transgression by a branch is to be dealt with at regional level through head office.

NCTSA is an owner managed entity with owner managed branches held accountable by its members to its members.

Insurance companies and fleet owners have a single point of contact through head office in Benoni, with a SINGLE NATION WIDE ACCOUNT for all their recovery needs, giving them one point of call that has national reach, with the goal of building a relationship of trust and service excellence.



NCTSA

Products & Services

Heavy Duty Towing & Recovery

The NCTSA operates a 24hour contact centre and our team can recover your truck anywhere in Southern Africa.

Goods In Transit and Hazmat Clean-up

Specialized equipment on board most of recovery vehicles enable recovery and clean-up of HAZMAT materials.

Low bed Services

Transportation of abnormal loads is available through our low bed services which are available country wide, operated by experienced crews with specialized vehicles.

24/7 Emergency Call Centre

The 24/7 Call Centre situated in Benoni, Gauteng provides 24 Hour assistance to fleet owners and insurance companies, and keeps records of recovery at this single point of contact.

Roadside Assistance & Storage Facilities

In addition to recovery services NCTSA also offers roadside repairs, assistance and storage facilities as value added services. Qualified diesel mechanics are available at selected branches to assist vehicles as the need may arise.



NCTSA

Strategy & Vision

Vision statement

Provide a turnkey towing & recovery solution to the South African trucking community and collectively meet the needs of corporate clients, insurance companies, enabling effective fleet management.

NCTSA's vision is to be the best recovery service provider through regulation of its branches, staff and equipment.

Mission statement

As an equal opportunity, member owned entity with over 48 members across South Africa NCTSA is ensured of the commitment of every single member to service excellence.

Country wide coverage with regional representatives monitoring service levels, member professionalism, staff, and equipment.

A 24/7 call centre situated at head office provides a single point of contact for the dispatching of recovery vehicles.

Values

NCTSA strives to be an EQUAL OPPORTUNITY national organization, of strategic value to all stakeholders, whilst maintaining exceptional service standards.

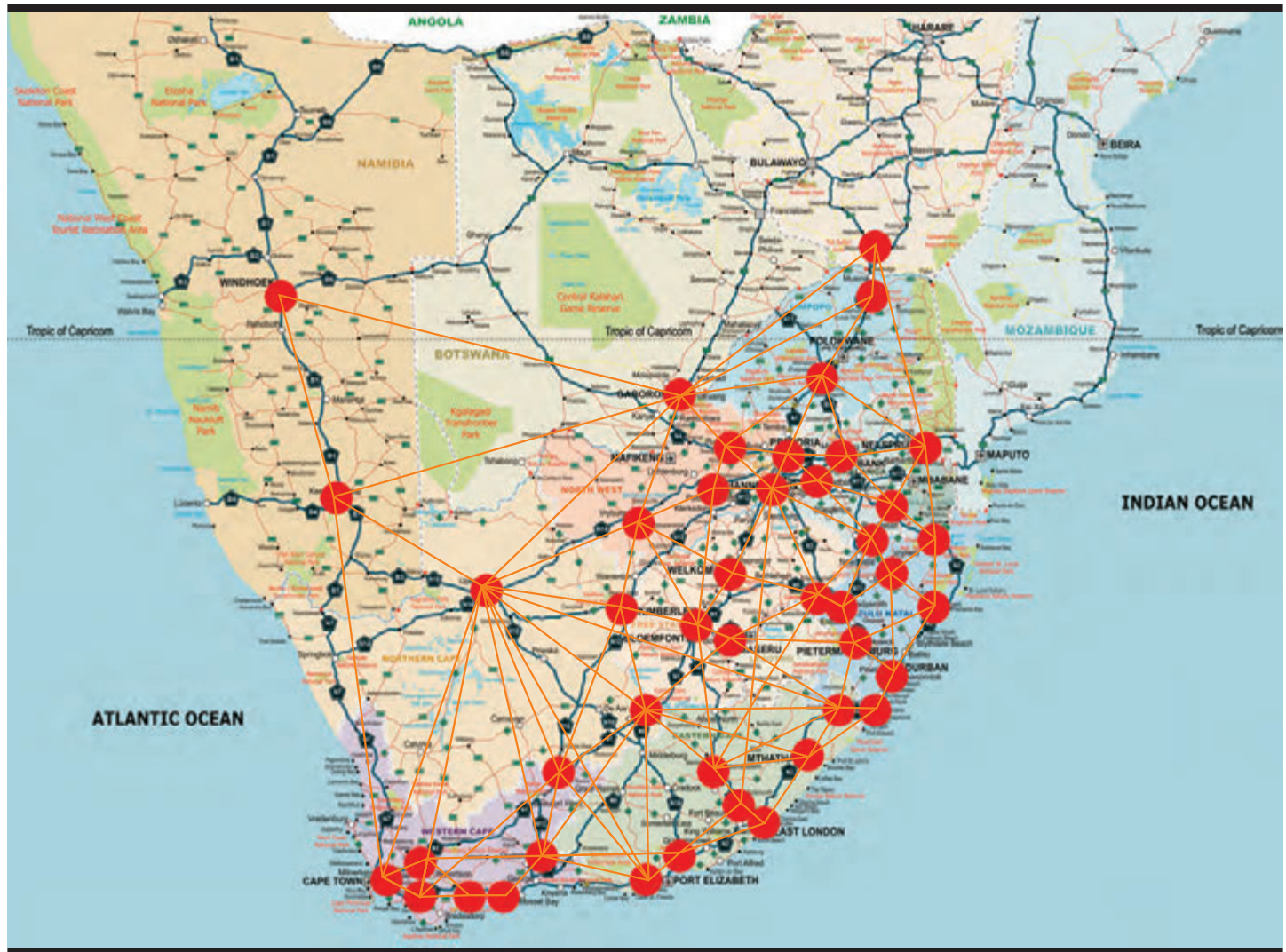
Business goals & objectives

To grow national strategic alliance, with country wide coverage in all key commercial transporting facets,



NCTSA

NCTSA Network



NCTSA