

## About Supporting Enterprises

### overview

We provide dedicated Staffing Services to foreign and local companies wanting to operate in the Philippines at significantly lower costs.

Within our Managed Operations framework, we will not only recruit and employ your Filipino staff we also provide all computing assets and support services they need. You take full control of your staff and customize any other aspects of your Philippine operations that you want.

**Our mission** is to create real value through cost-effective, efficient and scalable staffing solutions for your business.

### snapshot

- Company founded in 2008
- Australian/UK/Filipino owned and managed
- PEZA Registered organization with delivery center in Cebu, Philippines
- 24/7 operations - fully dedicated in-house IT System/Network Support
- Over 20 years of Recruitment, Staffing, Operational Management experience
- Strong Information Technology (IT) and Facility Management background
- Well versed in Philippine corporate and labour laws

## Why Us



### COMMITMENT

We will work closely with you across all aspects from initial engagement, recruitment, placement, go-live and operational management to make sure your strategic and operational requirements deliver high quality outcomes



### FLEXIBLE STAFFING SOLUTIONS

- Can accommodate teams from 1 to 100+.
- Rapid Implementation – typically 2-4 weeks from recruitment to implementation
- Flexibility and Scale as you need



### TRANSPARENT AND RISK FREE

There are no obligations - you only pay when your staff start

There are no hidden cost and we provide you a full and transparent breakdown of costs

Staff are legally employed by Supporting Enterprises but they work exclusively for you in our office in the Philippines



### BUILD-OPERATE-TRANSFER

For companies who want to one day establish their own stand-alone operations in the Philippines, we are an ideal partner for incubation.

In a Build-Operate-Transfer, we assist companies incorporate their own Philippine company, find an office, fit-out, transfer assets and equipment through a sales process, and finally transfer of staff

## THE PROCESS

We are committed to more than just recruiting and placing staff. We will work closely with you to analyze each aspect of your process from initial engagement, recruitment, setting up IT and telephony systems, staff training, go-live operations, and all the way through to production; with the purpose of ensuring outcomes that deliver high quality results.

### 2. Service Agreement

We will work with you to establish Terms Of Service including fully transparent costs.

There are no long-term lock in contracts. "Trial" contracts are typically 6 month terms.

There are no financial obligations until your operations are established and your staff are in place. No staff – No Cost

### 1. Needs Assessment

We work together in identifying operational requirements and how those translate to talent requirements and the overall composition of the offshore team. The end result is this phase is a clear staffing plan and number of staff required.

### 3. Selection, Appointment & Onboarding

Our Talent Acquisition Team will source, screen and shortlist suitable candidates and we will present them to you for further screening and selection (as required).

Once team members are selected, job offers will then be made.

Prior to your staff starting we will set-up their workstations and any other requirements you may have.



## MANAGED OPERATION OVERVIEW



### 4. Go Live & Operational Management

With everything in place, the team is finally ready to start working for you.

You can take full control and adapt your own company policies, processes and procedures – your offshore staff are a seamless extension of your local onshore team.

Our Operational Group including your assigned Client Relationship Manager will be your eyes and ears on the ground and be there to represent your interests.

### BEST PRACTICES AND CONTROLS



#### Advanced Office Facilities

Multiple layers of back up power systems with redundant power capacities. Dual Fiber Optic dedicated internet services running on fully-redundant Gigabit Ethernet Network to ensure maximum uptime and performance. Our offices are biometric entry enabled and CCTV cameras are installed throughout.



#### Dedicated Client Relationship Manager

A Client Relationship Manager who will be your eyes and ears on the ground to support your operations and staff.



#### 24/7 IT System and Network Support

IT backbone supported by six (6) highly skilled in-house System, Network and Server Engineers monitoring IT infrastructure 24/7.



#### Maximum control

Peace of mind time tracking software with screenshots, activity levels & productivity reports.

Website blocking protocols can also be administered.



#### Computing Set-Up

Depending on requirement your staff will be provided with HP i3 or i5 PCs, dual 21.5" LCD monitors, peripherals, webcams and headset. We also provide Apple Computers.



#### Benefits for your staff

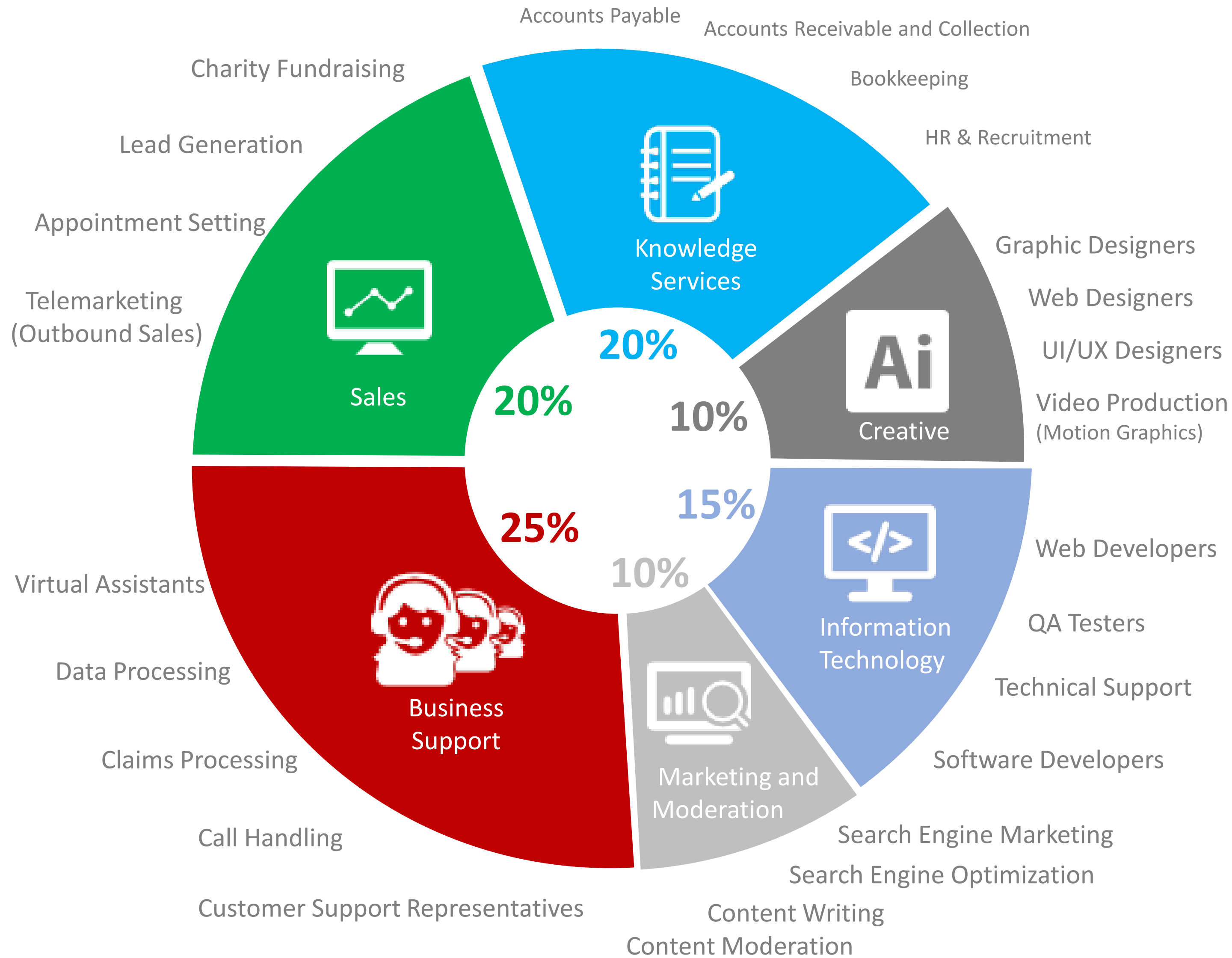
Our annual retention is now over 94% because of a competitive benefits package which include Medical Insurance (HMO).

Team building, sports and monthly events and "give back" to the community programs support retention.





### Disciplines we currently staff for our clients



### Contact Us

Give us a call we'd love to hear from you

#### UK

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#### Australia

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#### Philippines - Delivery Center

Phone: (+63) 32 266 2311

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##### Office 1

Unit 901 The Insular Life, Cebu Business Center  
Mindanao Ave. corner Biliran Rd, Cebu City 6000,  
Philippines



##### Office 2

Level 9 MSY Tower, Pescadores Road  
Cebu Business Park, Cebu City 6000, Philippines



Cebu Business Park is the main business, transport, shopping and entertainment precinct of Cebu, Philippines

Other companies operating at CBP; Telstra, Crazy Domains, TRUSTe, Netflix, IBM, Lexmark, Accenture, Amazon