



# MicroSourcing: Your Outsourcing Partner

A probe CX COMPANY



**Founded in 2006, MicroSourcing has pioneered outsourcing services in the Philippines. With over 400+ active clients and 6,000+ staff currently working for organizations worldwide, MicroSourcing has become the trusted outsourcing provider.**

We operate within purpose-built Business Process Outsourcing (BPO) hubs, so you get class-A facilities that are strategically located for best access to Manila's talent pool. We're backed by our Australian parent company Probe CX and we're ISO certified: ISO/IEC 27001:2013 (Information Security Management System) and ISO 9001:2015 (Quality Management Systems).

MicroSourcing's outsourcing business model has helped many businesses reduce costs, improve efficiencies and grow sustainably.



MicroSourcing is 100% owned by the Probe CX, one of Australia's fastest growing offshoring solution and customer engagement firms with over 18,000 employees across 5 countries.

# WHO WE ARE AND WHAT WE DO

- ▶ Our mission is to make it easy and affordable for businesses to build their own full-time, dedicated offshore teams in the Philippines.

Most of our clients are Australian, American, Canadian and European companies, but we help businesses from all around the world. They all have in common a desire to cut labor costs, scale faster, find specialist skills and improve operational efficiencies. And we help them do just that.

We specialize in offshoring, a type of outsourcing where you send time-consuming and repetitive tasks to quality teams overseas. Our offshoring model involves setting up an overseas division of your company and getting a local specialist to handle facilities, IT, labor laws, recruitment and HR. At the same time, you retain control over quality and productivity.



We operate within purpose-built, class-A facilities strategically located for access to Manila's most talented people. We're backed by our Australian parent company Probe CX and we're ISO certified.

# HOW CAN YOU BENEFIT FROM OUTSOURCING WITH MICROSOURCING?



## Easy staff management

You can easily manage time and attendance tracking, HR processing, recruitment and referral programs, employee communication, facilities reservation and support ticket management using our proprietary support platform.



## Award-winning retention rates

We fund and run strong culture and engagement programs, which support your team's professional and personal development. We engage an independent auditor to measure employee engagement.



## Continuous quality improvement

We deliver free classroom and online training to your staff. Our dedicated Learning and Development team has developed 55+ training courses and are constantly expanding the curriculum.



## World-class IT infrastructure

Our purpose-built facilities maximize your team's uptime and productivity. Every office has dedicated backup power, multiple internet lines from different ISPs and 24/7 on-site IT support.



# HOW WE CAN SUPPORT YOUR BUSINESS GOALS

## ARE YOU LOOKING TO:



Reduce costs



Improve efficiencies and quality



Scale and grow your business



Increase staff satisfaction and retention

If you answered "**yes**", then MicroSourcing can provide the support and operational assistance to help you achieve just that.



### Reduce costs

Outsourcing with MicroSourcing can save on costs for your organization by having day-to-day tasks completed in a lower-cost economy, such as the Philippines, where **employment costs are up to 70% less.**

Hiring new staff is an expensive process. Many overhead costs come alongside hiring a new offshore team. MicroSourcing takes care of these costs such as recruitment, human resources, new office equipment, superannuation, payroll tax, workers compensation, IT and overall management supervision.

Apart from the engagement costs, you would only be sacrificing your time to train your new employees, which is a long-term investment for your business.



### Improve efficiencies, quality and staff satisfaction

MicroSourcing will help you identify roles that would be best suited to our offshoring business solution. That way, **your local team can focus on what they do best and what motivates them,** while your offshore team appreciates the opportunity to support your business.

This combination improves productivity across the board and, in the long run, can also help increase efficiencies and job satisfaction for employees.



## Scale and grow your business

One of the many reasons organizations struggle to grow is a lack of funds to invest in additional resources to support growth objectives. Businesses often don't have the time to recruit a new employee to leverage potential growth opportunities.

MicroSourcing can have your **outsourced team set up in as little as six to eight weeks.**

By hiring an offshore team with MicroSourcing, you will free up funds that can be used to reinvest back into the growth of your business. With the additional support of an offshore team, you can increase the capacity for your organization to take on more work.

When you partner with MicroSourcing, you get access to our big-business infrastructure.



7 offices strategically placed for recruitment



16,452m<sup>2</sup> office space



212,754 screened candidates ready for employment



40+ experienced local recruiters



50+ IT workers for 24/7 support

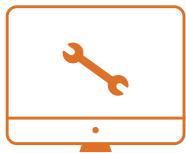


150+ HR & operations staff to support you

# ROLES YOU CAN OUTSOURCE WITH MICROSOURCING

MicroSourcing takes the time to understand the hardships our clients face when recruiting hard-working, dedicated staff. This makes us adept at finding and recruiting the best of the best candidates in the Philippines for organizations around the world.

The following are examples of roles that are outsourced frequently with great success and an overview of what each role would be responsible for:



## Technical support

- Desktop support specialists: maintain an organization's computer hardware and software systems
- IT helpdesk specialists: troubleshoot and provide technical support to customers or clients experiencing hardware, application and software issues
- QA testers: analyze and review new software or existing programs for any defects
- Systems administrators: ensure that computer systems are up-to-date, configured correctly and reliable for the users.



## Business services

- Administrative assistants: perform all day-to-day administrative functions of a business
- Executive assistants: ensure that senior managers and executive level staff “keep moving efficiently”
- Virtual assistants: provide support services to organizations from a remote location
- Data analysts: collect, analyze and organize relevant data to assist with decision making.



## Customer support

- Chat management: manage the live chat functions on your website or other social messaging platforms
- Customer service representatives: interact with customers to handle queries, complaints, process order requests while providing information on products and services of an organization
- Inbound and outbound sales support: provide administrative support to outbound and inbound sales representatives who contact potential prospects and existing customers to sell new or existing products and services.



## Digital marketing

- Digital marketing specialists: plan and develop marketing campaigns through online, digitized content focusing on techniques that boost engagement and brand visibility
- SEO and SEM specialists: review and edit websites to achieve higher search engine rankings
- Social media specialists: monitor and create content to ensure an organization has a notable presence across relevant social media platforms.



## Finance

- Bookkeepers: document accurate records of financial transactions and assist in the production of financial statements for an organization
- Accountants: analyze and report in preparation of financial statements and tax returns for an organization
- Financial analysts: examine and interpret the financial data of an organization
- Procurement officers: research products and services from existing and potential suppliers on behalf of internal business units
- Tax advisors: provide organizations with expert financial advice and guidance regarding tax accounting and tax law.



## Human Resources

- HR specialists: responsible for the entire lifecycle of managing employees from job advertisements and onboarding through to management, administration and termination
- Talent acquisition specialists: source candidates using various channels, plan interviews with hiring managers and coordinate selection procedures and criteria.



## Web development

- Database administrators: control and maintain an organization's data management systems
- Java, .NET, PHP, WordPress and web developers: create, develop and implement software or web applications for an organization's project and internal requirements
- Web designers: design the layout, usability and visual appearance of a website.



# Ready to take your business to the next level?

MicroSourcing works with many organizations to supercharge their growth by providing Philippines-based talent to their resourcing model.

Contact us for a free business consultation today.

## In this consultation we will discuss:

- Whether your business is outsourcing ready
- How outsourcing with us will impact your bottom line and margins
- Potential roles that would be best suited to outsourced based on the individual needs of your business
- How we can customize our outsourcing solution to your business objectives.

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