

STAFF AUGMENTATION



Overcome short-term capability deficiencies in different projects with the right professionals to let your business have a practical and adaptive response to emerging business needs. Using our experience and expertise in sourcing, recruitment, assessment, and selection, we give your business the capability and the proficiency to:

- Leverage on your existing resources so that the right talent suits your processes and technology.
- Have the right staffing needs to better manage insistent project timelines.
- Become strategically flexible in implementing different projects and managing changes.

How Our Staff Augmentation Works for You

Mid-Level Consulting

iPlus gives you the expertise that provide insights and sustainable strategies to improve various aspects of your operations.

Mid-Level Management

We combine our expertise in different areas of management, service delivery, and operations to improve business performance and processes.

Support

The iPlus team complements operations with the right capabilities and expertise who can assume immediate and critical project roles.

How Your Business Benefits from iPlus?

Risk Management

Our broad experience, documentation procedure, and expertise in managed services gives you a flexibility to adjust to or minimize risks.

Service Quality

We provide a single point of contact to clearly communicate your concerns and formulate immediate solutions to operational emergen-

Expertise

Our experience and expertise in addressing challenges in various areas of operations enables flexible and responsive structure aligned with your business needs and objectives.

Business Focus

You can focus on strategic operations and growth while we handle the daily operations that enables you to achieve your business

Service Commitment

iPlus is committed to serve and maintain the best interests of our people and your business through:

- Upholding of the confidentiality of your organization's information and data.
- Full compliance with labor laws and all government-mandated benefits including SSS, Pag-ibig and 13th month pay.
- Accomplishment of complete performance administration including recognition and corrective actions.

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2/F Corinthian Plaza Building
121 Paseo de Roxas Street
Legaspi Village, Makati City
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BACKEND OPERATIONS SUPPORT



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Transform possibilities to new efficiencies by taking care of business-centric functions and processes based on defined and measurable performance metrics. Our experience, expertise, and insights in various areas of operations help you:

- Accurately identify business functions and measurable results
- Manage existing customer service delivery platforms
- Establish strategies for continuous process improvement

How Our Backend Operations Support Services Help You?

Administrative Support

We bring together our experience and expertise in operations to deliver administrative capabilities that lets you focus on growth and progress.

Sales Fulfillment

Increase your productivity and efficiency by transforming the back-office sales to a comprehensive operation with optimized processes as well as enhanced operating and support capabilities.

Service Order Processing

Improve your business' transaction processes with bolstered insight, reduced cycle times, and flexible product or service delivery options.

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SALES OPERATIONS



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Connect with customers, engage with clients, and find fresh, effective ways to achieve progressive business outcomes. iPlus combines operations and sales operations management experience with deep industry trends and insights to deliver:

- Specialized capabilities that address the different aspects of customer experience
- Efficient lead generation and sales opportunities across different channels and media
- Optimized processes and strategies that help gain prolific insight and accelerated growth

How iPlus Sales Operations Help You

Account Acquisition and Management

Drive sales performance and growth with a readily accessible sales team that aligns with your back-office sales operations and optimizes your capabilities for improved sales numbers, well-managed channel growth, and lasting customer relationships

Telesales

Leverage on our end-to-end approach with the right strategies and expertise that helps in effectively managing customers while enabling improved customer acquisition, relationship development, and retention.

Telemarketing

Effectively engage and connect with customers for seamless and personalized interaction through our broad range of capabilities that address the multiple aspects of customer experience.

Marketing

Blending creative ingenuity and strong entrepreneurial sense with careful research and compelling design perspectives, iPlus helps different products and services create a meaningful and remarkable customer experience.

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HR SERVICES



How Your Business Benefits from iPlus?

Service Quality

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Risk Management

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Expertise

Our experience and expertise in addressing challenges in various areas of operations enables flexible and responsive structure aligned with your business needs and objectives.

Business Focus

You can focus on strategic operations and growth while we handle the daily operations that enables you to achieve your business

Respond to changing business needs and expanding workforce dynamics with efficiency and flexibility. From planning and design through implementation and management, we combine our practical expertise, experience and our uniquely crafted service models and delivery with your business standards and goals to enable:

- Insight-based talent sourcing and acquisition to effectively meet changing business dynamics.
- Optimized HR processes aligned with distinctive working environments and standards of operations.
- Focused HR capabilities that support essential organizational needs while enhancing organizational development and growth.

How iPlus HR Services can Help You?

Talent Sourcing and Acquisition

Achieve your business goals with the right talent and expertise for your business. We bring together our experience in different industries and sectors to work with our clients in creating a talent sourcing, acquisition, and development strategies that drive growth and value to the workforce and the business.

Benefits Management

Motivate and reward employees toward achieving strategic goals with effective and efficient delivery and management of compensation and benefits. We help our clients leverage HR capabilities that deliver distinctive, uplifting employee experiences leading to an empowered culture and work environment.

Payroll Services

Align payroll processing and services with long-term organizational strategy to maximize HR's full potential for growth. We gather latest HR best practices that shift administrative functions to strategic and prolific activities that ensure security, accuracy, timeliness, and compliance to labor laws and government mandated social insurance programs.

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FINANCE SERVICES



How Your Business Benefits from iPlus?

Risk Management

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Service Quality

We provide a single point of contact to clearly communicate your concerns and formulate immediate solutions to operational emergencies.

Expertise

Our experience and expertise in addressing challenges in various areas of operations enables flexible and responsive structure aligned with your business needs and objectives.

Business Focus

You can focus on strategic operations and growth while we handle the daily operations that enables you to achieve your business objectives.

Drive better performance in different aspects that enable financial integrity and growth. Our extensive insights and flexible capabilities in the field of finance leverages our clients from different industries and sectors with:

- A better understanding of the financial aspects of their business.
- A well-managed environment that optimizes financial processes on an end-to-end scale.
- Optimized cash flow, accelerated working capital, proper interaction with consumers, customers, and commercial clients.
- Improved capabilities in organizing and integrating financial data.

How iPlus Finance Services Help You

General Accounting

Leverage on our experience and expertise in measurement, processing, and communication of financial information to give you more comprehensive insights that can drive efficient transformation and growth.

Accounts Payable Services

Deliver optimized processes with a capable team of financial specialists that transforms your accounts payable functions to a strategic business enabler. Our team collaborates with your process to work on the tactical aspect of your accounts payable as you focus on improving and maintaining processes critical to business adaptability and growth.

Accounts Receivable

Revolutionize your accounts receivable function to become a progressive business function that streamlines cash flow and processing time while improving quality and flexibility. We build and develop a team based on your standards for faster payments, easier transactions, efficient collection rates and increased cash flow as you increase your resource availability and move forward with more important processes and capabilities.

Tax Preparation and Processing

Know what tax preparation and processing options work best for your organization and your business needs. Our knowledge of traditional and modern tax preparation and filing methods give you the benefit of timely and accurate tax payment without worrying about deadlines and overdue settlements.

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FIELD SUPPORT SERVICES



How Your Business Benefits from iPlus?

iPlus enables consistent support availability through:

Risk Management

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Service Quality

We provide a single point of contact to clearly communicate your concerns and formulate immediate solutions to operational emergencies.

Expertise

Our experience and expertise in addressing challenges in various areas of operations enables flexible and responsive structure aligned with your business needs and objectives.

Business Focus

You can focus on strategic operations and growth while we handle the daily operations that enables you to achieve your business objectives.

Optimize how you respond to your business' most pressing support requirements. Our standardized approach to support gives you the right people and expertise as well as the convenience of having:

- A broad range of support processes and capabilities in varying levels.
- Aligned processes with business objectives to improve turn-around time among business units.
- Continuous improvement of support processes and capabilities to minimize frequency of downtime.

How iPlus Field Services Help You

Installation Services

Our Installation Services enables you to keep pace with changing trends and processes by getting the right technologies working right away.

Repair Services

We help enable minimize downtime with reliable, real-time repairs for key technologies, devices, and equipment.




On-site Maintenance

Leverage on distinctive expertise that seamlessly enable continuous availability of business critical hardware and technologies.

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