



OUTSOURCE to the Philippines with **STAFFVIRTUAL**

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INTRODUCTION

Founded in 2009, STAFFVIRTUAL is a Los Angeles based business process outsourcing company with offices in Makati, Philippines. Our mission is to radically improve the way companies perform repetitive and time-consuming business processes. STAFFVIRTUAL has developed considerable outsourcing expertise in six focus areas: Customer Support, Back Office, IT Outsourcing, Creative Process Outsourcing (CPO), Legal Process Outsourcing (LPO), and Recruitment Process Outsourcing (RPO). Read more to discover just how easy it is to build a powerful team in the Philippines with STAFFVIRTUAL.

► **Why the Philippines?**

► **Who is STAFFVIRTUAL?**

► **How does it work?**

► **How much will I save?**

A blue pushpin with the letters 'SV' in white, 3D-style font. The pushpin is stuck into a map of the Philippines, which is visible in the background. The map is blue and white, with the word 'Philippines' clearly visible. The background is a light blue gradient.

SV

THE PHILIPPINES A Land of Opportunity

The Philippines is the fastest growing economy in Asia, and of the growing economies in the world with a projected GDP growth of 6.4% in 2016. Foreign direct investment is pouring into the Philippines, as the economic outlook and ratings from credit agencies continue to improve.

WHY THE PHILIPPINES?



Official Name: Republic of the Philippines

Population: 102M (12th in World)

Labor Force: 40M

Literacy Rate: 95%

Currency: Philippine Peso (PHP)

Office Languages: English & Tagalog

Capital: Manila

Geography: 7,107 island archipelago

Religions: 90% Christian, 8% Muslim, 2% Other

Average population age: 23.1 years

- ▶ Low cost of labor and favorable exchange rate
- ▶ Proven track record of success in the outsourcing industry
- ▶ Filipinos speak Excellent English - which is the official language
- ▶ Highly westernized culture
- ▶ An abundance of highly educated and loyal professionals
- ▶ The BPO industry is the fastest growing industry in the Philippines
- ▶ Strategically located at the crossroads of regional and international trade
- ▶ Availability of prime yet affordable office space
- ▶ Investment grade credit ratings from S&P, Moody's and others

THE PHILIPPINES BY THE NUMBERS

70%

Typical cost savings our clients enjoy

1.5M

Number of Filipinos working in the outsourcing industry

6.4%

Projected GDP growth in 2016

25B

Projected revenue from the BPO sector by 2016 (USD)

#1

Global ranking for call center work (over 500,000 workers)

#2

Global ranking in non-voice / back office tasks

WHO IS STAFFVIRTUAL?

STAFFVIRTUAL makes it easy and affordable for foreign companies to outsource their business processes to us so that they can save 70 percent or more on their labor costs. Our outsourcing services are ideal for fast-growing companies with a consistent stream of labor intensive, time-consuming, and repetitive business.



OUR SERVICES

Throughout the years, STAFFVIRTUAL has developed considerable outsourcing expertise in six focus areas: Customer Support, Back Office, IT Outsourcing, Creative Process Outsourcing (CPO), Legal Process Outsourcing (LPO), and Recruitment Process Outsourcing (RPO). We routinely place the following professionals:

CUSTOMER SERVICE

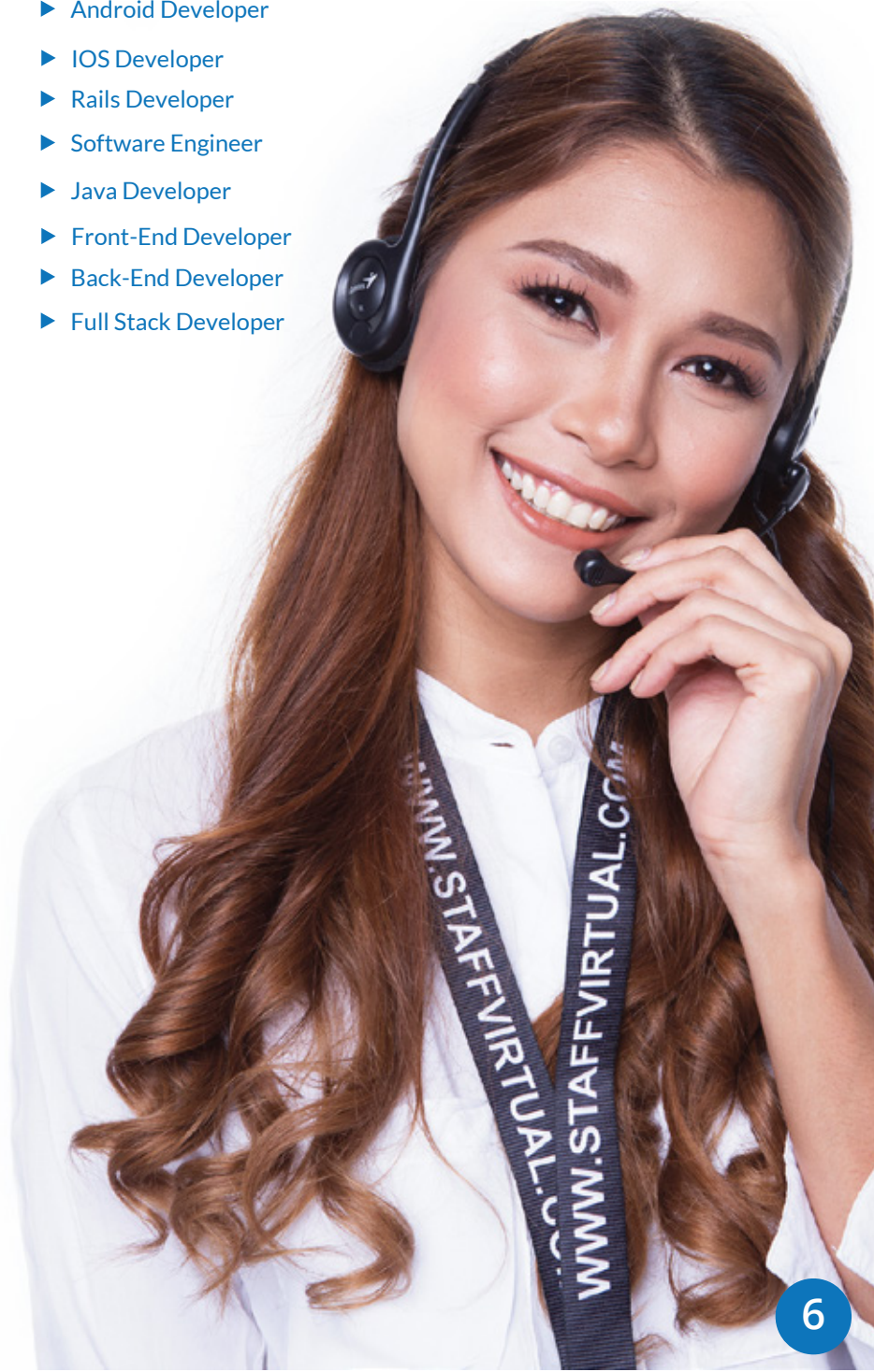
- ▶ Virtual Assistant (VA)
- ▶ Executive Virtual Assistant (EVA)
- ▶ Live Chat Support Agent
- ▶ Email Support Agent
- ▶ Social Media Support Representative
- ▶ Inbound Phone Support Representative
- ▶ Outbound Phone Support Representative
- ▶ Telemarketer
- ▶ Customer Service Manager
- ▶ Call Center Manager
- ▶ Collections Agent
- ▶ Sales Assistant

BACK OFFICE

- ▶ Data Entry Specialist
- ▶ Order Entry Specialist
- ▶ Document Control Clerk
- ▶ Research Administrator
- ▶ Content Moderator
- ▶ Claims Processor
- ▶ Purchasing Assistant
- ▶ Imaging & Scanning Specialist
- ▶ Logistics Coordinator
- ▶ Mortgage Assistant
- ▶ Property Management Assistant
- ▶ Bookkeeper
- ▶ Accountant
- ▶ Accounting Clerk Generalist
- ▶ Accounts Payable Clerk
- ▶ Accounts Receivables Clerk
- ▶ Billing Specialist

IT SOLUTIONS

- ▶ Digital Marketing Manager
- ▶ PHP Developer
- ▶ Mobile Application Developer
- ▶ Android Developer
- ▶ IOS Developer
- ▶ Rails Developer
- ▶ Software Engineer
- ▶ Java Developer
- ▶ Front-End Developer
- ▶ Back-End Developer
- ▶ Full Stack Developer



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■ CONTENT MARKETING

- ▶ Community Manager
- ▶ Graphic Designer
- ▶ Multimedia Designers
- ▶ Animator
- ▶ Podcast Producer
- ▶ Video Editor
- ▶ Blog Manager
- ▶ Content Marketing Manager
- ▶ Email Marketing Manager
- ▶ PR Manager
- ▶ Managing Editor
- ▶ Influencer Marketing Specialist
- ▶ Data Analyst
- ▶ Writer / Blogger
- ▶ Proofreader

■ RECRUITMENT PROCESS OUTSOURCING

- ▶ Payroll Clerk
- ▶ HR Assistant
- ▶ Compensation & Benefits Specialist
- ▶ Training & Development Specialist
- ▶ Recruitment Specialist/Coordinator
- ▶ Recruiting Coordinator
- ▶ Technical Recruiter
- ▶ HR Generalist
- ▶ Executive Recruiter

■ LEGAL PROCESS OUTSOURCING

- ▶ Title Searcher
- ▶ Legal Secretary
- ▶ Legal Assistant
- ▶ Transcriptionist
- ▶ Medical Records Processor
- ▶ Legal Researcher
- ▶ E-Discovery Specialist
- ▶ Compliance Manager
- ▶ Paralegal
- ▶ Lawyer





MODERN OFFICES

in Makati

With over 5,000 square feet of Class-A office space in Makati, the business and financial capital of the nation, our offices are the ideal environment for your business processes. Redundant high-speed internet, a backup generator power and a superb on-site IT department ensure your operations are functioning smoothly 24/7/365.

WHO IS STAFFVIRTUAL?

Your staff will work out of our prime offices in Makati - the New York City of the Philippines, and home to the top talent in the nation. We only operate out of buildings with the very best in telco and utility infrastructure. We locate our offices close to all public transportation - which drastically reduces attendance and truancy issues for our clients.

Modern and Customizable Office Space

Our offices are clean, modern, and can be customized to meet your specifications. Modular furniture enables us to easily customize and partition your work space. We will work closely with you to ensure that your office in the Philippines is a seamless extension of your office back home.

Robust Security Inside and Out

Our offices routinely deal with massive amounts of sensitive data such as credit card details and medical records, so needless to say, we take security very seriously. Full-time guards on site, biometric entry, CCTV cameras, and background checks on all staff are just a few of the security measures we have in place that ensure your sensitive data is safe and sound with us.

SLA Driven IT Department

Our SLA-Driven IT department consists of highly trained IT Technicians. Our IT department can work closely with your IT department to select, implement, and test IT solutions ideal for your operations and the specific business process to be performed. We work closely with our clients to ensure that the IT solutions we use to manage their offshore team are cost effective, reliable and scalable.



HOW DO WE WORK?



1. Identify

We learn about the staff you need and tasks they must do

2. Build

Our HR team builds your team in as little of 2-3 weeks

3. On-Board

Once hired, your team is rapidly trained and on-boarded

4. Scale

We can rapidly scale your team to perform additional processes

We begin the outsourcing journey by talking with our clients to learn what critical business outcomes are required, and the people, processes and performance metrics critical to their attainment. Once we know the types of professionals you need and the processes you need outsourced, we will begin recruitment immediately. Once hired and on-boarded your team works from our state-of-the-art office in Makati, under our direct supervision and poised to scale.

In business, time is of the essence. We enable companies to get a custom team up and running in the Philippines with minimal upfront costs in just 2-3 weeks.

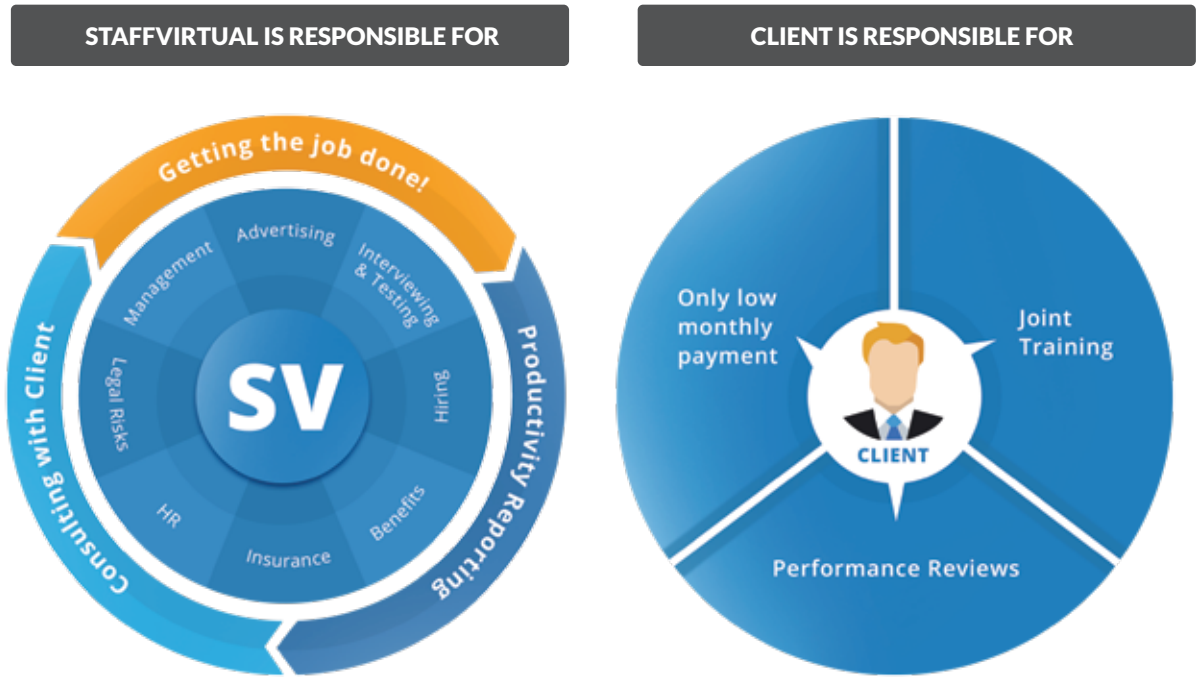
INCORPORATION VS STAFFVIRTUAL

	INCORPORATION	STAFFVIRTUAL
Start-up Costs	High	None
Process Expertise	Variable	High
Operational Flexibility	Low	High
Operational Control	Medium	High
Salaries	High	Low
Benefits	High	None
Social Security Taxes	High	None
Unemployment Benefits	High	None
Workers Comp/Disability	Yes	No
Pay Tax Deductible	Yes	No
Employer Pays Travel Costs	Yes	No
Employer Pays Pension	Maybe	No
Employer Pays Vacation Pay	Yes	No
Recruitment Costs	High	None
Risk of Lawsuit by Employee	High	None
Financial Risk to Employer	High	Low
Office Costs to Employer	High	None
Responsibility of Employer	High	Low
Employer Commitment Level	High	Low
Profit Sharing	Maybe	No
Shares / Stock Options	Maybe	No
Payroll Costs	Fixed	Variable

RESPONSIBILITIES

STAFFVIRTUAL will handle the recruitment, employee administration, and on-going KPI reporting, as well as the office space and workstation they need. We can also provide ongoing consulting and support to help you develop or improve your business processes free of charge. You as the client will always have complete control of your company's operations

ACQUIRE TALENT	ADMINISTER TALENT	DEVELOP TALENT
ADMINISTER RECRUITMENT <ul style="list-style-type: none"> ▶ Pull from database of over 10,000 applicants ▶ Great pay and benefits ▶ Implement best recruitment technologies ▶ Maximize internal referrals ▶ Use established alumni networks 	PROCESS PAYROLL <ul style="list-style-type: none"> ▶ Administer timekeeping & absences ▶ Government compliance ▶ Administer employee benefits ▶ Administer employee recognition program ▶ Administer employee incentive scheme 	ON-GOING TRAINING <ul style="list-style-type: none"> ▶ On-going training ▶ Personal development ▶ Professional development ▶ Health training ▶ Wellness training ▶ Team building activities



MAXIMIZING THE PERFORMANCE



Our Managed Virtual Staff labor delivery model gives the client final say on how operations are managed in the Philippines. STAFFVIRTUAL can fully manage your operations and provide regular performance reporting, or the operations and performance of the staff can be fully managed by the client. Typically, responsibilities are divided between the client's managers and STAFFVIRTUAL's managers. At all times the client is in complete control.



OPTIMIZING PERFORMANCE

With our simple model the interests between client and us are fully aligned. We will work hard to optimize performance together continually.

Leverage our Know-how

We have over seven years of experience in driving business processes and fine tuning operational performance. Lean on us for best practices and know how to optimize your teams performance.

Performance Metrics / KPIs

At the start we'll work with you to establish clear performance metrics, and we will set aggressive yet achievable goals, which will be refined as we go along.

Dedicated Account Manager

We'll provide a dedicated Account Manager who will be your main point of contact. This person will act as your eyes and ears on the ground to ensure that your team is thriving.

Training

We believe in continually training our employees. The client and STAFFVIRTUAL can work together on training needs analysis, training development, and delivery.

改善 Kaizen

The Kaizen (Japanese for "continuous improvement") philosophy is deeply rooted in our company. We work together proactively to achieve regular, incremental improvements to all processes.

EXCEPTIONAL RESULTS

The major difference between our model and traditional outsourcing is the level of control the client has. The client can control virtually every aspect of their team to suit their unique requirements and preferences; teams are fully customizable, and will be built from the ground up to your exact specifications.

Your Own Virtual Staff

We recruit and screen talent, and once hired they work exclusively for you. Your staff will never be assigned to another clients. You can interview candidates and handpick each member of your team.

Your Own Office

We'll provide you with your own dedicated office space within one of our offices in Makati. You don't have to sign a big lease, and your upfront costs will be minimal.

Your Own Tools

You are free to choose the systems and tools you want us to deploy for your Philippine operations. We can also provide free consulting on what tools to use to optimize your teams output.

Your Own Policies

Your team can adopt your company policies, processes, and procedures. STAFFVIRTUAL will ensure that on our end, we are complying with all the laws and regulations in the Philippines.

Your Own Offshore Dream Team

Your staff will be on our payroll, but they will be like an extension of your own company. You will be able to grow your company faster and with minimal headaches.

THE BENEFITS OF OUTSOURCING

Our clients have benefitted tremendously by partnering with us to setup operations in the Philippines. Our outsourcing services have given them a clear competitive advantage. Our focus on time-consuming and repetitive business processes allows our clients to sharpen focus on activities that produce the greatest value.

Massive Cost Savings!

Clients typically report saving 70% on their payroll costs by outsourcing to us. Your company can grow with making large investments in personnel, office space, computers and other assets.

Focus on Growth

By outsourcing you can focus on things that will really help your business grow. You will now have new time to work ON your business and not IN your business.

Stay in Control

Clients are in full control of their offshore operations without the management and compliance headaches involve in incorporation.

24/7/365 Operations

STAFFVIRTUAL never closes, so like many of our clients, you have the opportunity to establish 24/7/365 operations. Imagine the production increases you will enjoy!

Scale Faster!

As your team of Managed Virtual Staff thrives under our direct supervision in our office, you will be able to grow a team much faster, and with less headache, and for much less money than back home.

Minimize Risk

Outsourcing eliminates the risk of employee related lawsuits completely as well as compliance headaches associated with State and Federal government regulations.

Outsourcing can be a Change Catalyst

If you build a team abroad, you will have a fresh set of eyes on your business processes. We can help the client refresh their SOP's and hopefully improve upon them - driving errors out of processes.

WE'LL USE THE SOFTWARE YOU USE

STAFFVIRTUAL has years of experience with leading software and applications to perform business processes for our clients. We'll use the software you want us to use, and we can also offer advice on what software is ideal to maximize the performance of your business processes. Our experience includes many leading SaaS solutions that SMEs love including:

CUSTOMER CONTACT

- ▶ Zendesk
- ▶ Zopim
- ▶ Desk.com
- ▶ Text Expander
- ▶ LiveChat
- ▶ ClickDesk
- ▶ X-Light

ADMINISTRATIVE

- ▶ MS Office
- ▶ Google Apps
- ▶ GoToMeeting
- ▶ BaseCamp

LEGAL

- ▶ Practice Master
- ▶ Legal research & discovery
- ▶ LexisNexis
- ▶ Westlaw

CREATIVE

- ▶ Adobe Creative Cloud
 - ▶ Photoshop
 - ▶ Illustrator
 - ▶ InDesign
 - ▶ Premiere Pro
 - ▶ After Effects
 - ▶ Lightroom
- ▶ Final Cut Pro
- ▶ SketchUp 3D
- ▶ Blender 3D

SALES AND MARKETING

- ▶ HubSpot
- ▶ Salesforce
- ▶ Wordpress
- ▶ Infusionsoft



TALENT ACQUISITION

The “war for talent” is on - globally. That is why we have made huge investments in our in-house HR department and talent acquisition capabilities. We have also built a massive database of over 10,000 applicants to choose from - enabling us to staff your customer support, back office or IT team quickly.

Large, In-House HR Department

Our large, in-house HR Department work 24/7 to identify, recruit, screen and onboard top talent. We have built our own HRIS system to deftly manage the entire recruitment / talent acquisition life cycle from A-Z.

Paid Referral Program

We prefer to hire a candidate who comes recommended to us by someone who already works for our company. We have developed a formalized, paid referral program that greatly motivates our staff. Our experience suggests that top employees are likely to recommend potential recruits who are also likely to develop into good performers.

Sophisticated Screening Methods

We screen candidates using a wide array of tests, including IQ tests, job specific tests, and personality tests. Successful completion of multiple interviews are required to get a job with STAFFVIRTUAL. Our clients often add their own skills tests that we will administer to applicants. Clients can be actively involved in recruitment, or leave it all to us.

Massive Database of Applicants

Since we began operations in 2009, we have build an impressive database of over 10,000 applicants, many of which have been pre-screened and property categorized in terms of job profile, skills, job preferences and salary requirements.

Online and Social Recruiting

Online job boards and social media are two powerful tools we use to advertise job openings. We know how to get the right ad in front of the right audience, whether they are “active” job seekers, or “passive” job seekers - who are already employed elsewhere.

Internship and OJT Programs

Both internship programs and on-the-job training programs help STAFFVIRTUAL find talented employees. These programs act as a year-round recruiting tool, enabling us to identify and hire top talent coming out of the best Universities in the Philippines.

SCREENING AND BACKGROUND CHECKS



STAFFVIRTUAL takes security very seriously, so we believe it is important to get a person's background checked before getting too involved on a personal or business level. Knowing someone's history is a good indicator of future actions. All candidates must get an exhaustive "NBI Clearance" by the National Bureau of Investigation, the Filipino equivalent of the United States' FBI. This NBI Clearance provides us with the following:

- ▶ Identity Check
- ▶ Drug Testing
- ▶ Fraud, Scam and Blacklist Checks
- ▶ Lifestyle Check
- ▶ Marital Status Verification
- ▶ Child Status Verification
- ▶ Address Check
- ▶ Employment Verification
- ▶ Education Verification
- ▶ Criminal Record Check

TALENT RETENTION

Finding great people is difficult - keeping great people is even harder. In today's ultra-competitive job market its never been more difficult to retain talent. At STAFFVIRTUAL, we have a very low attrition rate because we have invested heavily on retention initiatives that keep our people happy, focused, and committed. We try our best to continually motivate and inspire our staff to go above and beyond for you, with various incentives and clever techniques honed over years in business. We believe that happy and healthy employees make happy clients.

Unique Corporate Culture

Ask any of our staff, STAFFVIRTUAL is a special place to work. We recognize the importance of a warm and welcoming family oriented corporate culture for our employees to thrive. Our values are rooted in the STAFFVIRTUAL Manifesto and the STAFFVIRTUAL Integrity Pledge, two documents that embody our unique corporate culture.

Employee Recognition

Everyone likes a well-deserved pat on the back for a job well done. We have a number of special awards and employee recognition events where we recognize and reward our employees for their exceptional performance. Our recognition programs create a more positive work environment and boost morale.

Career Development

We continually develop our employees to onboard them and then as quickly as possible maximize their potential. This is done by executing a clearly defined, holistic employee development strategy, providing a clear career path and managing performance. This includes job skills training, inter-personal training, leadership training and mentoring.

Ongoing Training

Dedicated trainers ensure that each employee receives the quality training they deserve to keep up with the rapidly changing business landscape. Our trainers will work closely with your company's trainers to establish long-term training programs.

Health & Wellness

Health and wellness are very important to STAFFVIRTUAL, we want our employees to be happy and in optimal physical and psychological health. STAFFVIRTUAL provides health insurance to our employees and annual physical exams, we also provide a handsome fitness subsidy to encourage our employees to get to the gym.

PAY AND BENEFITS



When it comes to pay, benefits and other perks, we've got everything you'd expect from a leading BPO company in the Philippines. As a client you don't have to worry about providing these, you just need to pay our monthly fee and we'll take care of the rest.

Our compensation and benefits programs are designed to keep your Managed Virtual Staff happy and productive and loyal. We want to build teams that last many years for our clients.

Along with government mandated benefits we extend the following additional benefits:

- ▶ Meal Allowance
- ▶ Transportation Allowance
- ▶ Communication Allowance
- ▶ Rice Allowance
- ▶ Attendance Bonuses
- ▶ Performance Bonuses
- ▶ Service Level Bonuses
- ▶ Emergency Assistance Fund
- ▶ Employee Referral Program
- ▶ Health & Dental Insurance
- ▶ Sick Leave
- ▶ Vacation Leave
- ▶ Birthday Leave
- ▶ Bereavement Leave
- ▶ Paternity Leave
- ▶ Solo Parent Leave

WORLD CLASS STANDARDS

STAFFVIRTUAL is one an American owned and managed ISO 9001:2008 certified business process outsourcing company. As one of the few outsourcing providers in the Philippines that holds a certification for ISO 9001:2008, we're committed to delivering quality . Our world-class Quality Management System (QMS) framework is ideally suited for documenting processes, measuring client satisfaction, and continually improving the quality and output of your operations in the Philippines.

Our Quality Policy

STAFFVIRTUAL is committed to provide our clients with services that are efficient and reliable which fully satisfy clearly defined client's requirements and expectations, thereby providing an exceptional return on investment for our clients.

STAFFVIRTUAL handles staggering amounts of medical records and personal health care information for our clients in the legal, medical and insurance industries. Therefore we must be HIPAA Compliant*. We take data security very seriously.



SV

Jay Garcia
Quality Management Coordinator






HIPAA Compliant - HIPAA stands for Health Insurance Portability and Accountability Act. Passed in 1996 HIPAA is a federal law that sets a national standard to protect medical records and other personal health information. HIPPA mandates an extensive set of data protection measures.

PRICING - ENJOY TREMENDOUS COST SAVINGS!

Building a team with STAFFVIRTUAL will save your company enormous amounts of money. Our clients routinely save around 70% compared to a similar employee back home. With STAFFVIRTUAL, you will hire 2 or more employees for the price of one, while reducing risks associated with HR related lawsuits - which are becoming all too common.




Salary Guide

Job Description	United States	STAFFVIRTUAL
	Minimum - Maximum	Minimum - Maximum
 Customer Service		
Virtual Assistant	\$2,458 - \$4,417	\$999 - \$1,799
Executive Virtual Assistant	\$3,792 - \$6,042	\$1,799 - \$1,999
Live Chat Support Agent	\$2,354 - \$4,021	\$1,099 - \$1,799
Email Support Agent	\$1,979 - \$4,021	\$1,099 - \$1,799
Social Media Support Representative	\$4,500 - \$6,479	\$1,099 - \$1,799
Inbound Phone Support Representative	\$2,354 - \$3,896	\$1,099 - \$1,799
Outbound Phone Support Representative	\$2,354 - \$3,896	\$1,099 - \$1,799
Telemarketer	\$2,354 - \$3,896	\$1,499 - \$1,799
Customer Service Manager	\$3,833 - \$5,167	\$1,399 - \$2,099
Call Center Manager	\$3,833 - \$5,167	\$1,799 - \$1,999
Collections Agent	\$2,958 - \$4,355	\$1,199 - \$1,799
Sales Assistant	\$2,708 - \$3,646	\$999 - \$1,799
 Back Office		
Data Entry Specialist	\$2,021 - \$3,000	\$999 - \$1,399
Order Entry Specialist	\$2,167 - \$3,083	\$999 - \$1,499
Document Control Clerk	\$2,456 - \$3,083	\$999 - \$1,499
Research Administrator	\$2,792 - \$3,417	\$1,199 - \$1,899
Content Moderator	\$2,791 - \$5,702	\$999 - \$1,499
Claims Processor	\$2,646 - \$3,292	\$999 - \$1,499
Purchasing Assistant	\$2,896 - \$3,688	\$999 - \$1,399
Imaging & Scanning Specialist	\$2,063 - \$2,521	\$999 - \$1,399
Logistics Coordinator	\$2,896 - \$3,917	\$1,299 - \$1,899
Mortgage Assistant	\$2,729 - \$3,417	\$1,499 - \$2,299
Property Management Assistant	\$2,833 - \$3,667	\$1,099 - \$1,499
Bookkeeper	\$3,458 - \$4,229	\$999 - \$1,799
Accountant	\$3,688 - \$10,688	\$1,099 - \$1,699
Accounting Clerk Generalist	\$2,896 - \$3,708	\$999 - \$1,499
Accounts Payable Clerk	\$2,854 - \$4,208	\$1,199 - \$1,799
Accounts Receivables Clerk	\$2,854 - \$4,208	\$999 - \$1,599
Billing Specialist	\$2,917 - \$4,021	\$999 - \$1,399
 IT Solutions		
Software Tester	\$5,417 - \$10,625	\$1,099 - \$1,699
Help Desk Analyst	\$3,000 - \$6,708	\$1,599 - \$2,299
WordPress Developer	\$6,896 - \$13,417	\$1,299 - \$1,799
E-Commerce Specialist	\$7,667 - \$11,250	\$1,599 - \$2,299
Software Security Engineer	\$8,792 - \$12,458	\$1,199 - \$1,799
CAD Designer	\$2,343 - \$4,775	\$1,299 - \$1,799
SEO Specialist	\$5,188 - \$7,313	\$1,299 - \$1,799
SEM Specialist	\$5,292 - \$7,479	\$1,199 - \$1,799
Network Administration	\$6,500 - \$9,813	\$1,599 - \$2,299
UI Engineer	\$4,292 - \$8,785	\$1,999 - \$2,899
Digital Marketing Manager	\$6,563 - \$9,833	\$1,999 - \$2,299
PHP Developer	\$2,945 - \$7,176	\$1,999 - \$2,299
Mobile Application Developer	\$9,896 - \$15,188	\$1,999 - \$2,299
Android Developer	\$4,036 - \$9,585	\$1,999 - \$2,299
iOS Developer	\$4,083 - \$10,000	\$1,999 - \$2,299
Rails Developer	\$4,962 - \$10,289	\$2,599 - \$3,499
Software Engineer	\$9,021 - \$13,708	\$2,599 - \$3,499
Java Developer	\$5,504 - \$8,066	\$1,599 - \$2,299
Front-End Developer	\$6,936 - \$9,956	\$2,299 - \$2,899
Back-End Developer	\$2,606 - \$6,512	\$2,599 - \$3,499
Full Stack Developer	\$3,594 - \$11,583	\$3,199 - \$5,799

*Source: Robert Half Salary Guide 2017 and www.payscale.com

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Salary Guide

Job Description	United States	STAFFVIRTUAL
	Minimum - Maximum	Minimum - Maximum
 Content Marketing		
Community Manager	\$5,438 - \$6,854	\$1,299 - \$2,299
Graphic Designer	\$3,313 - \$7,750	\$1,199 - \$1,799
Multimedia Designer	\$5,292 - \$7,729	\$1,099 - \$1,799
Animator	\$5,458 - \$7,854	\$1,099 - \$1,799
Podcast Producer	\$5,771 - \$8,521	\$1,299 - \$2,299
Video Editor	\$4,938 - \$7,563	\$1,299 - \$1,799
Blog Manager	\$3,979 - \$5,875	\$1,299 - \$2,299
Content Marketing Manager	\$5,833 - \$8,583	\$1,599 - \$2,299
Email Marketing Manager	\$5,021 - \$7,063	\$1,299 - \$2,299
PR Manager	\$7,042 - \$8,875	\$1,999 - \$3,499
Managing Editor	\$3,492 - \$8,252	\$1,299 - \$2,299
Influencer Marketing Specialist	\$2,854 - \$6,944	\$1,199 - \$2,099
Data Analyst	\$3,023 - \$6,774	\$999 - \$1,499
Writer / Blogger	\$3,979 - \$5,875	\$999 - \$1,399
Proofreader	\$3,417 - \$4,938	\$799 - \$1,399
 Legal Process Outsourcing		
Title Searcher	\$1,796 - \$4,292	\$999 - \$2,199
Legal Secretary	\$2,110 - \$4,030	\$999 - \$1,199
Legal Assistant	\$2,110 - \$4,030	\$999 - \$1,399
Transcriptionist	\$1,852 - \$4,108	\$999 - \$1,299
Medical Records Processor	\$1,703 - \$2,740	\$1,299 - \$2,299
Legal Researcher	\$1,907 - \$3,729	\$999 - \$1,199
E-Discovery Specialist	\$4,255 - \$8,767	\$1,599 - \$1,799
Compliance Manager	\$3,221 - \$8,190	\$1,799 - \$2,299
Paralegal	\$2,148 - \$4,408	\$999 - \$1,499
Lawyer		\$1,999 - \$2,899
 Recruitment Process Outsourcing		
Payroll Clerk	\$2,875 - \$4,188	\$1,099 - \$1,399
HR Assistant	\$2,813 - \$3,792	\$999 - \$1,399
Compensation and Benefits Specialist	\$3,458 - \$4,771	\$999 - \$1,499
Training and Development Specialist	\$2,857 - \$5,511	\$999 - \$1,799
Recruitment Specialist/Coordinator	\$3,271 - \$4,521	\$999 - \$1,799
Technical Recruiter	\$2,791 - \$6,924	\$1,799 - \$2,299
HR Generalist	\$2,969 - \$5,697	\$999 - \$1,699
Executive Recruiter	\$3,221 - \$11,092	\$1,499 - \$1,799

Bill Gordon & Associates

Client since	2009
Industry	Legal
Location	USA – Nationwide (40 States)
Team Size	23 FTEs

Services Provided

- ▶ Administrative support
- ▶ Omni-channel customer support
- ▶ Turn-key case management using PracticeMaster software
- ▶ Accounting Support
- ▶ Software development

Results

- ▶ Full HIPAA-compliance
- ▶ Reduced payroll costs approximately 70%
- ▶ Increased monthly case load a whopping 400%+ (from 200 cases per month to over 850)
- ▶ Team consistently outperforms U.S. operations both in qualitative and quantitative KPIs
- ▶ Thin client environment wherein all medical data remains in the United States



Bill Gordon
President

"We deal with a lot of paperwork, huge amounts of paperwork actually and STAFFVIRTUAL has helped us to become more profitable and efficient by giving us administrative assistants that are out of this world. I couldn't have possibly asked for better employees. They are both conscientious, quick learning and amazingly quick at everything they do. In short, STAFFVIRTUAL is our "secret weapon" that gives our firm a competitive advantage"

Bill Gordon
PRESIDENT

CM MANAGEMENT COMPANY

Client since	2009
Industry	Diversified Holding Company
Location	USA
Team Size	60+ FTEs

Services Provided

- ▶ Work for 5 of 12 companies within the CM Management portfolio of companies
- ▶ Administrative support
- ▶ Omni-channel customer support
- ▶ Data Entry
- ▶ Payroll and accounting functions
- ▶ Graphic Design

Results

- ▶ Production per associate has increased more than 10 times since 2009
- ▶ 24/7 Operations
- ▶ 100% year on year growth of team, starting with just 1 Virtual Assistant
- ▶ Projected to have 100+ FTEs by end of 2016
- ▶ Easily scalability for peak holiday season
- ▶ Reduced payroll costs approximately 70%



Eric Howard
COO

*"The cost savings of STAFFVIRTUAL is very dramatic, although I would say it's not the primary reason. The primary reason we use them is for the quality of the people we get. However, the cost savings are obvious on paper and easy to justify...
I think STAFFVIRTUAL works very well for any fast growing company that is looking to expand their core services"*

Eric Howard
COO



Client since 2015
Industry Software (Recruitment)
Location Hong Kong
Team Size 6+ FTEs

Services Provided

- ▶ Customer Support
- ▶ Employee Administration / payroll Support
- ▶ Omni-channel customer support
- ▶ Market Entry / Office setup

Results

- ▶ Able to begin operations in less than a week
- ▶ 24/7 Operations
- ▶ Reduced payroll costs approximately 70%



"One of the things I tell Hong Kong entrepreneurs is that we really should take advantage of this great resource. In the Philippines we can double or triple our team for less than half the cost than it would be here in Hong Kong...to be able to count on STAFFVIRTUAL to shorten that to a few days and get a team up and started, it was just the smart thing to do"

Max Armbruster

CEO

OUR LEADERSHIP

STAFFVIRTUAL consistently builds high performing teams of Managed Virtual Staff in the Philippines because of our strong international management team. Combined they have over 50 years of experience in the outsourcing industry .



SV

Ike Stranathan
CEO

Ike Stranathan founded STAFFVIRTUAL in 2009 after moving to the Philippines from California. Ike is known for his ability to explain outsourcing strategies in a clear, concise and thorough manner. Ike is passionate about helping companies outsource to the Philippines to become more efficient, scalable and profitable.



SV

Patryk Kalinowski
COO/CFO

Armed with two Masters degrees from top universities in Poland and Singapore, Patryk is responsible for conceptualizing, implementing, managing and optimizing all procedural, operational, and financial aspects of the Company with a singular focus of realizing the CEO's vision for achieving extraordinary growth.



SV

Jo Gallagher
VP of Operations

Jo oversees daily operations at STAFFVIRTUAL while managing key accounts to support the growth and add to the bottom line. With a strong background in operations, customer support and management, Jo's focus on strategic planning and goal setting ensures clear execution and timely delivery of outsourcing services.



SV

Josephine Dasco
Director of Legal & IT

JD has two big roles in the company as Director of Legal and IT. JD Leads the IT department and delivery of the company's legal process outsourcing and the activities of the organization's legal department. JD is also responsible for overall planning, organizing, and execution of all IT functions at all STAFFVIRTUAL's office locations.



SV

Maya Benga
HR & Admin Manager

An organization's greatest asset is their people, so it's critically important that they get looked after properly. As the HR and Admin Manager Maya performs tasks critical to the operation of the business including timekeeping, calculating overtime, payroll processing, and managing special situations like maternity and sick leave.

READY TO BUILD YOUR DREAM TEAM?

Are you ready to Build Your Dream Team with STAFFVIRTUAL? The executives at STAFFVIRTUAL are eager to speak with you directly to help you get started. Using our vast experience in establishing and managing teams of Managed Virtual Staff, we can help you understand the concepts, identify the opportunities, and present a potential road map for your company.

A brief discussion with any of our executives will be highly beneficially even if your company has never outsourced before and you are not actively seeking to establish offshore operations. Our setup process is refreshingly simple and efficient. Many of our clients go live within weeks after establishing first contact with us.

General Inquiries

contact@staffvirtual.com

Talk to our Sales Team

sales@staffvirtual.com

More information

www.staffvirtual.com

Call us directly at

+1 310 435 3993 (USA)

+63 2 798 2726 (Philippines)

+63 915 709 4862 (WhatsApp)