



YOUR BUSINESS... ...OUR PEOPLE



Global Process Manager Inc.
AN AFFILIATE OF **MAGSAYSAY**

BEST-IN-CLASS BPO SOLUTIONS

OFFSHORING TO THE PHILIPPINES

GPM strives to be a leading provider of best-in-class **Business Process Offshoring (BPO) Solutions** to small and medium size enterprises in North America and Southeast Asia.

We offer a diverse range of BPO Solutions **tailored to your unique business operations and requirements**, undertaken by competent, qualified and talented people recruited by GPM on your behalf in the Philippines.

We provide you with effective control over the staff engaged **in your business**, with a focus on keeping costs competitive and predictable, whilst also providing you with suitable choices in the specification of office accommodation and equipment that you require. **You derive all the benefits of having Human Resources and an office in the Philippines, without the hassle...we take care of the rest!**

Our range of **Back/Mid/Front Office BPO Solutions** are tailored to seamlessly integrate **with your operations**, providing you with the ultimate **flexibility and predictability**, removing some of your administrative burden and allowing you the freedom to focus on your core activities, thereby, empowering you to optimize the **Efficiency, Value Creation and Profitability** of your business.

WHO WE ARE

- Established in 2007, **GLOBAL PROCESS MANAGER INC.** (GPM) is the BPO arm of the Magsaysay Group, one of Asia's leading Human Resources organizations and one of the Philippines' best-known business groups.
- Founded in 1948, the Magsaysay Group has expanded its scope across a wide range of sectors including Human Resources (both ashore and at sea), Shipping & Logistics, Training & Education, Insurance, Travel and Real Estate.
- GPM is based in modern offices in Manila, Philippines, and benefits from the nationwide resources and reach of the Magsaysay Group.

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WHY OFFSHORE?

The benefits of offshoring select business processes to GPM using our competent, qualified and talented staff recruited in the Philippines (according to your specifications and job descriptions and with your final approval) include:

REDUCED COSTS

Staff and office space costs are significantly more competitive in the Philippines than in North America for undertaking identical business processes, thereby boosting your business' profitability.

[Note: Staff pay and benefits are treated as passed-through cost from GPM to Client without any mark-up on costs].

QUALITY/HIGH STANDARDS

Whilst benefitting from reduced costs, there should be no sacrifices in the standards of the offshored business processes delivered. You can expect consistent quality, timeliness and accuracy from GPM recruited staff engaged in your business.

FOCUS

Offshoring select business processes to GPM allows you to focus on your core and value creating activities, in the knowledge that offshored activities are being delivered to the required standard at a competitive and predictable cost.

ENHANCED FLEXIBILITY

Whilst focusing on your core and value creating activities, you have the flexibility to scale up/down your teams and office space requirements as and when necessary, in a low cost jurisdiction such as the Philippines. In addition, you also have the added flexibility to swiftly reassign resources, as necessary.

REDUCED RISK

The flexibility afforded by offshoring select business processes to GPM eliminates some of the risk associated with contracting resources, including office space, in higher cost jurisdictions for fixed periods.

ENHANCED PRODUCTIVITY

Taking advantage of the time difference with North America, select business processes can be undertaken by GPM recruited staff in the Philippines and turned around ready for processing by your HQ or regional offices the next working day, making efficient use of the otherwise unproductive overnight hours. Alternatively, your offshore team in the Philippines can work simultaneously with your core team during North American business hours if this is more beneficial.

CAPEX/OPEX

Offshoring allows you to turn Capital Expenses into flexible and predictable Operating Expenses presented on a single monthly invoice for all your Human Resources, office space and equipment requirements based in the Philippines.

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WHY OFFSHORE TO THE PHILIPPINES?



Natural choice for offshoring and a leading participant in the BPO sector



Large/robust/diverse talent pool:
Population 110 mill.
Workforce 46 mill.



Among the most cost-effective BPO locations



+/- 700,000 college graduates p.a. and 2 mill. graduates p.a. from technical and vocational courses



Economy stable and growing at approx. 6-7% p.a



Young, aspirational, competent and enthusiastic workforce



English language spoken in the mainstream



BPO Solutions providers accustomed to servicing any time zone using seamless staff shift arrangements



Western based legal and accounting frameworks



Benefits from government 'BUILD BUILD BUILD' infrastructure development initiatives



Competitive staff costs relative to North America. Labor costs for English speaking professionals amongst lowest in the world



Reliable communications, IT and power supply facilities



Competitive office space costs relative to North America. All-in costs amongst lowest in the world



Abundant low cost/high quality real estate available for office space in several urban areas



Strong commitment from government and private sector for investing in this growing sector



High adaptability to Western culture. Filipinos known for their emphasis on customer service



Strong government support in various education initiatives. Strong linkages between government/academia/industry

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WHY OFFSHORE WITH GPM?



NO NEED
to register your own
company in Manila



We go above and beyond to
personalize our service, affording
Clients added layer of flexibility over
and above industry norm



Have your own
virtual office



24/7/365 operations according
to your specific requirements



Complete facilities to fit
your needs



Maintain control of your business



Best-in-class BPO Solutions
with deep expertise
in best practices



Location conveniently situated
for easy access for staff and
Client personnel visits with
good transport connections



Robust yet flexible
technology platforms
including communications,
IT and power supply



Located near 5 major
universities



Benefits from the financial
strength and stability of
the Magsaysay Group



GPM offers dynamic
work environment



Benefits from the resources
and reach of the Magsaysay
Group throughout Philippines
and wider region



Prompt and accurate task/response
environment through efficient staff
interaction, reporting and feedback



Able to recruit from the best of
the talent pool people who feel
proud/inspired to be associated
with a Magsaysay Group company



Strict adherence to protocols
relating to confidentiality and
integrity of Client data/information



Tailored/flexible BPO Solutions
to seamlessly integrate with your
own operations



Strict adherence to laws and
protocols relating to labor
conditions and staff health
and safety

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OUR CORE SERVICES: TOTAL BPO SOLUTION

- Recruitment and placement of competent and qualified staff
- Human Resources services including payroll administration, staff mobilization and government liaising
- Cost-effective office space
- Facilities, workstations, PCs and support
- Fast and robust communications/data platforms
- Purchasing
- Project management

SOME OF OUR CLIENTS

- World's largest marine e-portal
- One of the world's major mobile communications providers
- World's largest supplier to ships
- Global market leader of hearing aids and hands-free communication
- Major global player in packing/moving/storing of household goods and personal effects
- World's largest open-hatch bulk carrier shipowner
- Leading regional operator of container ports
- Luxury furniture chain with over 300 stores globally

ACTUAL ROLES FILLED FOR OUR CLIENTS

We recruit staff on behalf of our Clients in a variety of roles and with a diverse range of skill sets, from managers and engineers to designers, developers, programmers, finance and accounting professionals, IT specialists, data analysts, customer care agents and specialists in any field required.



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HOW IT WORKS



5 STEPS TO OFFSHORING

1. **Identify** and **select** Business Processes which would benefit from offshoring
2. **Quantify** impact and potential benefits of offshoring
3. Build roadmap
4. Make transition
5. Be fully operational: **From initial thought to implementation in less than 3 months**

You can start with only a handful of staff based at GPM in the Philippines...or grow to more than 300 over time according to your specific needs.

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GPM OFFERS THE FOLLOWING BACK/MID/FRONT OFFICE BPO SOLUTIONS FOR THE BENEFIT OF OUR CLIENTS:



BACK OFFICE SOLUTIONS

ACCOUNTING | ACCOUNTS PAYABLE & ACCOUNTS RECEIVABLE
ACCOUNTING | CREDIT CONTROL & COLLECTIONS
ACCOUNTING | INVOICING
ACCOUNTING | PAYMENT & PAYROLL PROCESSING
ANIMATION
DATA ANALYTICS
DATA MANAGEMENT
DOCUMENT PREPARATION & MANAGEMENT
HUMAN RESOURCES | RECRUITMENT, ADMINISTRATION & WELFARE
INSURANCE SUPPORT
IT SUPPORT | NON-CUSTOMER FACING
PRESENTATIONS
PROJECT MANAGEMENT
QUALITY ASSURANCE
REGULATORY COMPLIANCE
RESEARCH & ANALYSIS
SOFTWARE MAINTENANCE & DEVELOPMENT
TRAINING
TRAVEL



MID OFFICE SOLUTIONS

OPERATIONS
PURCHASING & PROCUREMENT
TECHNICAL



FRONT OFFICE SOLUTIONS

CUSTOMER SERVICE
IT SUPPORT | CUSTOMER FACING
MARKETING
QUOTATIONS
SALES
SOCIAL MEDIA

We invite you to review the above selection of Back/Mid/Front Office BPO Solutions which may be applicable to your business. We would be delighted to discuss your specific requirements with you.

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FOR FURTHER INFORMATION CONTACT:

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