



**DBOS OFFSHORE STAFFING  
SOLUTIONS**

# Our Beginnings



In 2015, DBOS opened its doors to Australian businesses looking for solutions to lower their operational costs.



DBOS has grown its staff by 500% in the last four years.



In five years of operations, DBOS has 95% client retention.



# Our Mission

Our mission is to help SMEs worldwide grow their business by providing quality and cost-efficient offshore staffing solutions.



# Our Core Values



## EXCELLENCE

We make sure to always go the extra mile and deliver you the best quality of service we can offer.



## INGENUITY

We make things happen. We value innovation, constantly seeking to improve and find solutions.



## TRANSPARENCY

We practice clear, unhindered honesty in the way we do business.



## HEART

We do things with passion and empathy. We only work with passionate individuals who are striving to make a difference.



## Our process is simple

### Step 1

Consultation and assessment of your requirements

### Step 2

Customising a solution and contract

### Step 3

Recruitment - searching for the right talents

### Step 4

Implementation of the agreed transition plan for your new offshore team

### Step 5

Onboarding of your new team and stakeholders

# The DBOS Promise

## Interactive Recruitment

You will hand pick your own staff from the top and most valuable talents in the Philippines.

## Engagement and Retention

We put employees first by investing in recruiting, retaining, empowering and engaging the brightest in the industry.

## Training and Development

We are dedicated to creating a culture of learning that produces optimum performance and productivity.



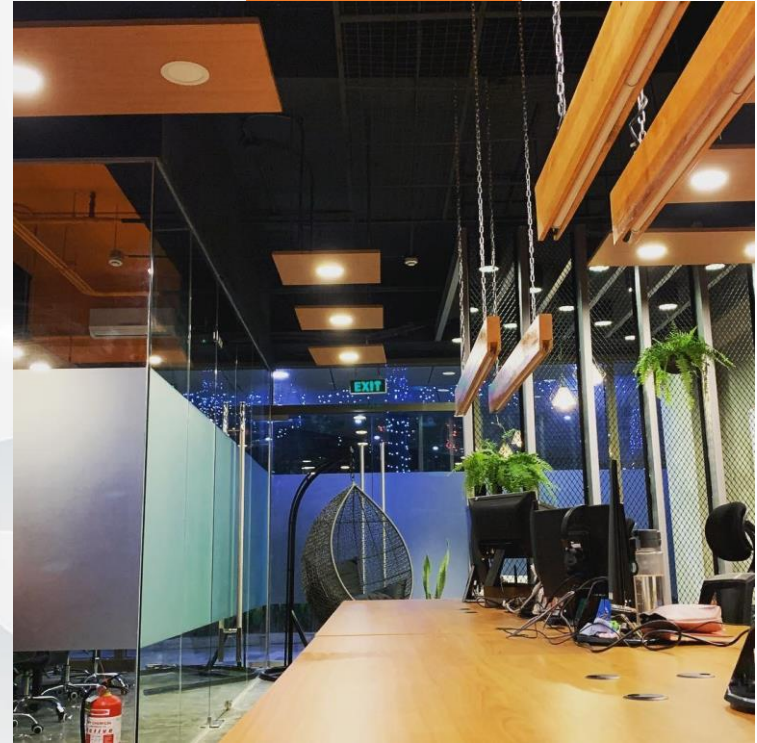
# The DBOS Promise

## Full Control and Visibility

You will have full control and visibility to your entire Philippine-based operations. It addresses the pain points when working with a geographically separated team.

## Dedicated and Customised Spaces

Our facilities include a mix of shared open plan and private office spaces and each is outfitted above industry standards to create an optimum working environment.



# The DBOS Promise

## Customisable Access Control and IT Solutions

DBOS has made a significant investment in infrastructure and connectivity as these are of paramount in delivering a high functioning offshore team.

We set up a solid contingency arrangements to alleviate and/or prevent potential downtime that threaten client operations, particularly if mission critical business processes are involved.

Our facilities and systems are equipped with both logical and physical security. Most importantly, DBOS observes the provisions set out in the Privacy Act to protect our Client's intellectual properties.



# The DBOS Difference



Hands-on planning, collaborative hiring process and staff management.

All-inclusive transparent fees - fixed seat fee, one time set-up fee, competitive wage rates.

Flat structure, faster response and actions in addressing concerns

Clear and established relationship between staff and administration.

Clients have full control of their process, data, and staff.

The management team is widely accessible to all the staff, which builds trust and a more transparent relationship with all stakeholders.

## Other Centres

Hiring and staff management is exclusive to the contact centre only.

Rates based on hourly fees and incidental charges - often with hidden cost.

Hierarchical Structure - Longer time to get key actions implemented.

Lacks interdepartmental communication

Contact centre manages the processes and staff - has control over the client's data.



# Roles you can outsource

## DIGITAL MARKETING

Digital Marketing Specialist/Manager

SEM Specialist/Manager

SEO Specialist/Manager

Social Media Specialist/Manager

Social Media Specialist/Manager

Content Writer

Content Manager

Graphic Artist

Multimedia Designer

## IT

System Network Administrator

Web Developer

Software Developer

Sr. Software Engineer / Developer / Programmer

Mobile App Developer

Web Designer

UI/UX Designer

QA Tester

## CUSTOMER SUPPORT

Chat Support Representative

Contact Centre Agent

Collections Specialist

Sales Specialist

Lead Generator

Community Moderator

## BACK OFFICE

Virtual Assistant

Accounting Assistant/Officer

HR Assistant/Officer

Claims Specialist

Medical Biller

Other roles available upon request



# Your potential cost-savings

Save up to 70% on wage and operational costs without compromising quality and productivity. Simple and transparent pricing structure with no lock-in contracts.

Role	Total Monthly Salary Cost With Benefits and \$575 Seat Fee Per Month - USD
Digital Marketing Specialist	\$1,934
SEO Specialist	\$1,934
Content Writer	\$1,794
Graphic Designer	\$1,850

## Other charges in your initial invoice:

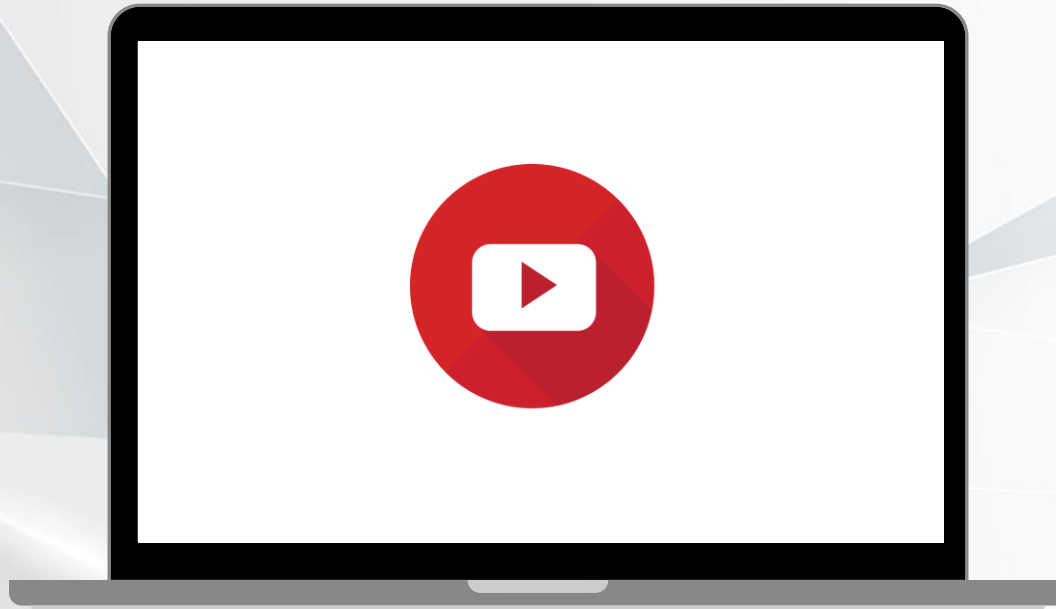
- One off setup fee per seat of \$599
- One off recruitment fee per seat \$250

\*Salaries may vary based on employee experience and are to be used as a guideline for labour budgeting purposes only.

\*Based on USD-PHP exchange rate conversion factor of 50 which is for quarterly review upon signing of contract. Inclusive of all government mandated benefits, medical insurance, and leave entitlements.



## How outsourcing with DBOS can help your business grow



# Our Satisfied Clients



# Client Testimonials



**Jamie Moore**

Founder & CEO - Zepper



**Matt Anderson**

Former Group Marketing Manager -  
Alpha Group



**Nigel Sellars**

Former Chief Operating Officer - Alpha  
Group



# Our client's success is our success

## Case Study

Car Finance & Car Hire Business of Alpha Group of Companies

65 FTE to 135 within the Alpha Group

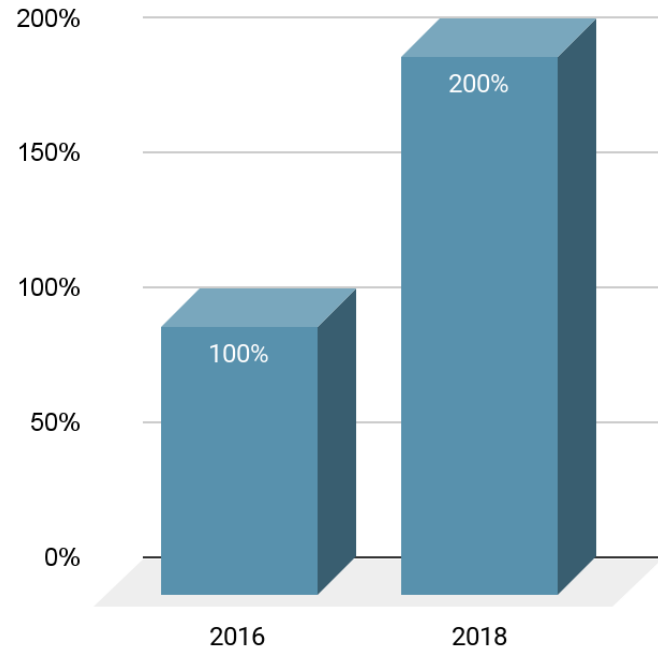
10 FTE to 34 in Alpha Group's offshore team in Manila

15% of total FTE is in Manila

6 out of 10 pioneer team members in Manila have been with Alpha for 3 years

35% YoY growth in revenue in 2018

## Increase in Fleet



# Creating experiences

Developing great experiences for our employees is vital to our success. We strongly believe that a team who are happy and motivated are likely to engage more with their work, and provide better results.



# Creating a brighter tomorrow

At DBOS, we see to it that we give back to the communities outside the company by creating outreach programs and working with different local organization to help different beneficiaries.



# Talk to us!

Email: [enquiries@dbos.com.au](mailto:enquiries@dbos.com.au)

Call: +61 4 3571 7038

Let's get social!

