



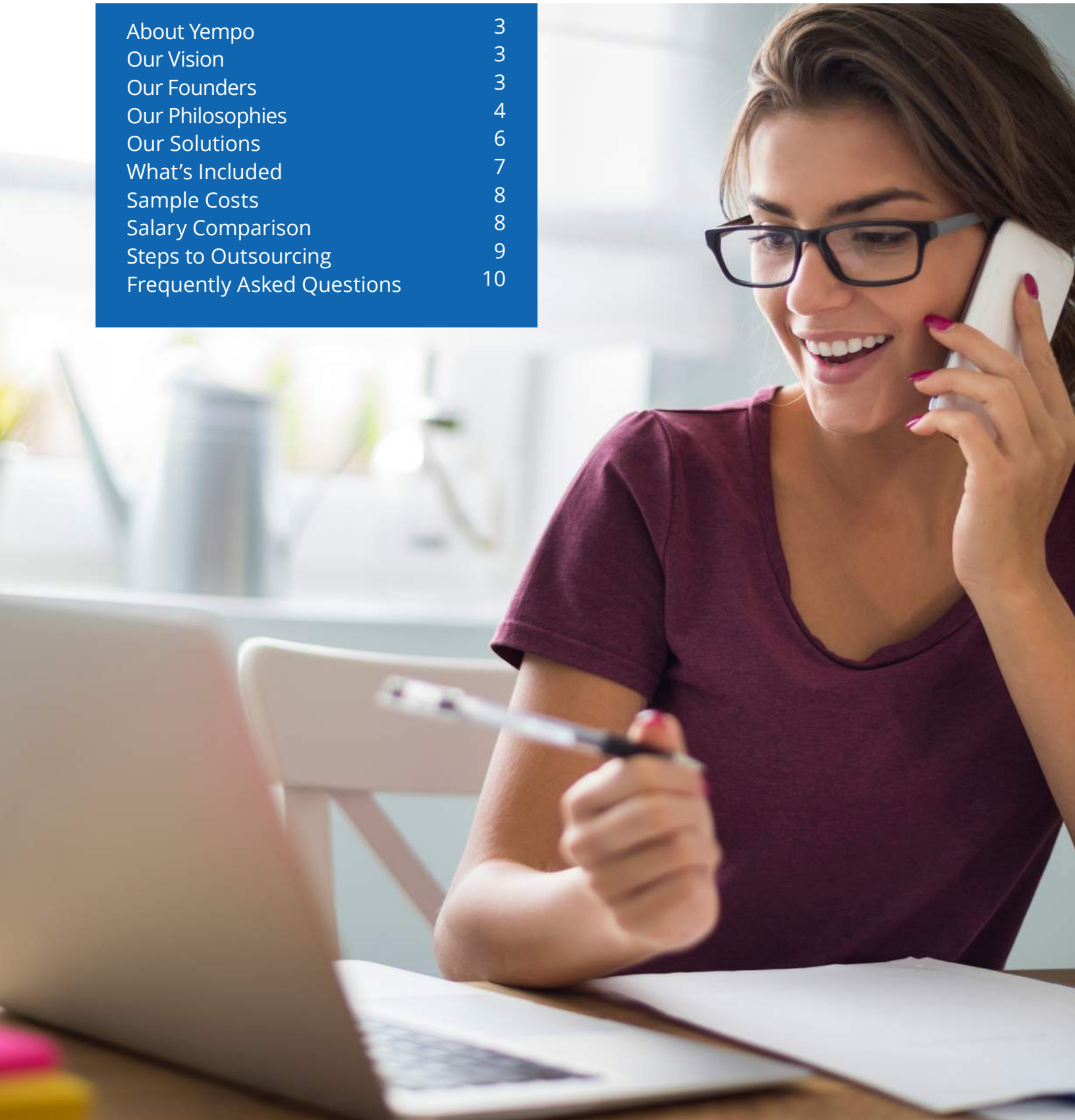
Information Pack



www.yempo-solutions.com

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ABOUT YEMPO

Yempo – “Your Employees Offshore” – is a Western-owned offshoring company, providing flexible and low-cost staffing solutions to organizations around the world.

We take the time to understand your requirements, source staff with the right skills, and present them to you for you to interview. If you proceed, they work under your direction in terms of workload, but we manage all the local pastoral care, payroll, government compliance, etc.

We essentially “host” your own staff and provide them with the best possible employee experience to ensure loyalty and commitment.

OUR VISION

Our vision is to deliver excellence to our clients by leveraging our cross-cultural communication and integration knowledge. We provide robust, cost-effective staffing solutions by focusing on employee empowerment, development, and respect.

OUR FOUNDERS



Michelle Fiegehen - CEO

Michelle Fiegehen is an Australian senior director now residing in the Philippines, overseeing and building the Yempo centre in Cebu and Manila. Her global experience has given her a strong understanding of the cultural differences between nationalities and how to effectively address them for productive and cohesive relationships.



Ian Parkin - Director

Ian Parkin is of English origin, now residing in Australia, having lived and worked in the UK, USA, and across Asia. Ian has extensive experience leading teams located across multiple time zones and cultures as well as delivering solutions through offshore service centres.

WHY PEOPLE CHOOSE US



Flexible staffing solutions



Low cost, high calibre staff selections



Monthly billing in your currency



Western owned and operated



Our staff love their jobs

OUR PHILOSOPHIES

People Focused

We are strongly committed to people development and providing an excellent work environment for our staff. We believe that this is key to exceptional service to our clients and minimising the cost of attrition, knowledge loss, recruitment, retraining, and the impact on morale.

"Yempo is a values-driven business providing staff with an excellent working environment and benefits."

Michelle Fiegehen
CEO

OUR PHILOSOPHIES

Community

Our founders have made long-term personal philanthropic and community contributions and bring this to the organisational level with Yempo. At Christmas, we deliver food, clothing, and gifts to a local orphanage.

Country Focus

We don't believe outsourcing should be "taking jobs" from developed countries, but allows businesses to compete effectively to ensure their own survival. We encourage small businesses to use outsourcing to free up and develop their key staff for higher productivity, profitability, and fulfillment.

Development

Our years of experience in the Philippines exposed us to the highly talented and motivated graduate community. We have developed a program whereby young talent is available at no charge to you in order to develop future leaders in your organisation and ours.

Management

Our team is comprised of 50% Western management to ensure the performance and behaviors of our Filipino team meet client expectations. Other than this, we are a meritorious organisation with promotions and leadership opportunities never based on tenure, gender, heritage, or age.

TESTIMONIAL

"What we appreciate most in working with Yempo is the professional and collaborative relationships we have built that enable our offshore team to behave and function as if they were our own employees."

–Kloud Solutions

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"I don't feel obligated to come to work, but rather, I find each day to be fun and exciting. I love my job!"

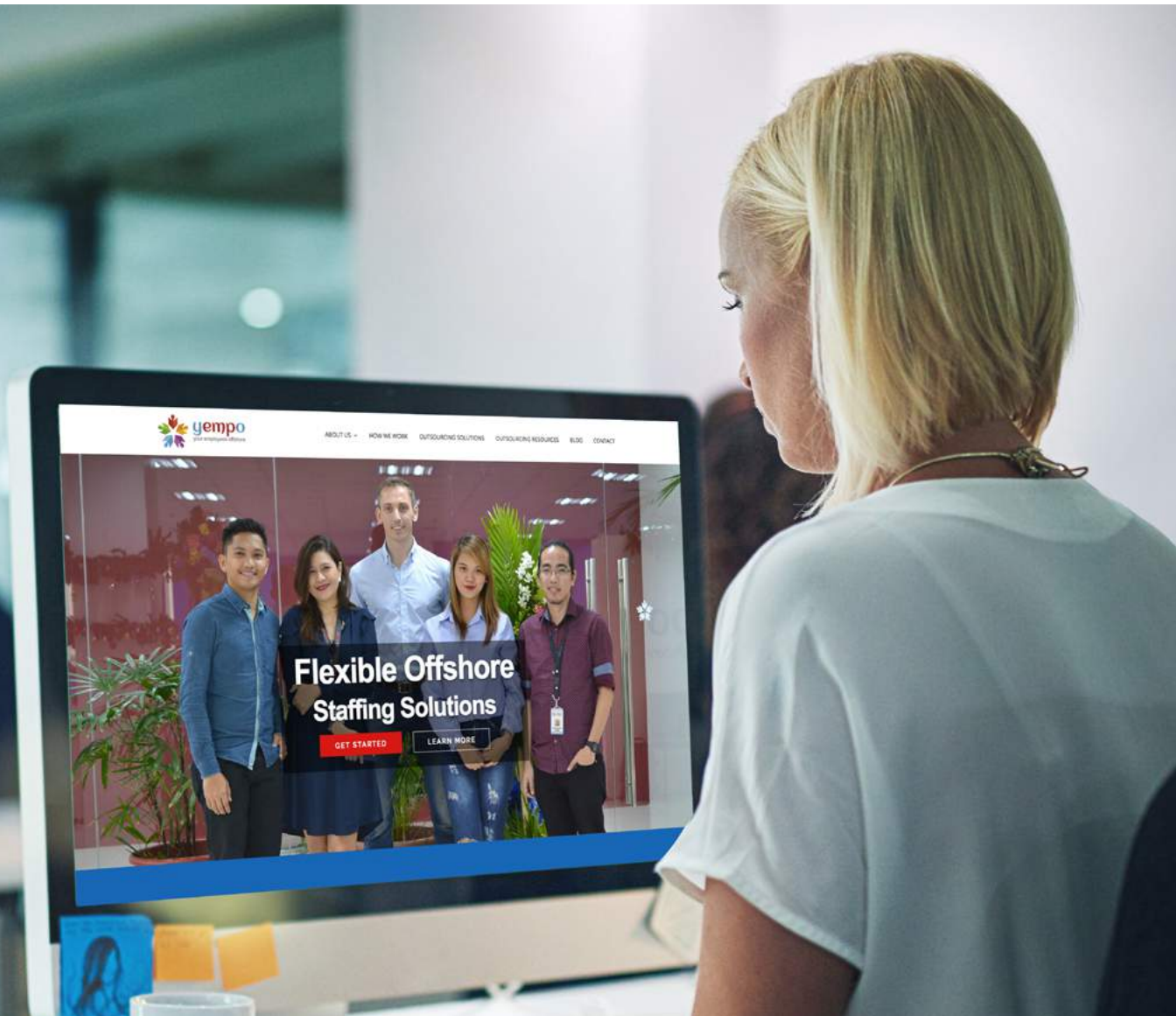
–Euneez Chua
Recruitment Specialist

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"Yempo has a high standard of work ethics that they provide to companies seeking offshore IT teams!"

–Service Delivery
Manager

OUR SOLUTIONS



- Comprehensive recruitment to meet your needs
- You make final staffing decisions
- No long-term contracts – 30 days notice
- Fixed monthly admin fee plus pass-through salary costs
- Fixed monthly costs billed in your currency
- High quality, secure, and air-conditioned premises
- Furniture, IT, and communications infrastructure all included
- Highly accessible local management overseeing attendance and performance
- Annual company summer outing, Christmas function, monthly achievement celebrations, and social and welfare activities
- Salary, taxation, and compliance with all local employee regulations
- No exit fees for transferring staff to your own office

WHAT'S INCLUDED

Our fixed admin fee includes the following shared equipment

- Printer
- Scanner
- Fax
- Meeting room with audio conferencing facilities
- Quiet room for calls

Hardware

- Managed laptop or desktop with camera and antivirus
- Headset for use with audio and video calls
- Wireless internet access

Software

- Microsoft Office 365
- Yempo email address
- Skype for external calls, video conferencing and messaging
- Access to Yammer and Sharepoint collaboration tools

YOUR COMMITMENT



Identify skills to be sourced



Train your employee



Business as usual

YOUR BENEFITS



Flexible staffing solutions



Extend your services



Local staff fulfillment



Simplicity



Work-life balance

SAMPLE COSTS

At Yempo, we pass through the staff salary with no mark-up then charge a fixed monthly fee in your currency. Staff are 100% dedicated to your work but all oversight and management is done by us. Sample staffing costs are below, and are all-inclusive of our fee, provision of all accommodation, furnishings, infrastructure, and technology. No added extras.

	AUD	USD	GBP	EUR
Senior Administrator (Finance/HR/Executive Assistant)	\$1,815	\$1,268	£890	€1,171
Data Entry Clerk	\$1,334	\$932	£654	€861
Outbound Sales Caller	\$1,445	\$1,010	£709	€932
CPA	\$2,260	\$1,579	£1,108	€1,458
IT Professional (Engineer/ Developer/Support Analyst)	\$2,631	\$1,838	£1,290	€1,697
IT Solutions Architect	\$5,225	\$3,650	£2,562	€3,371

SALARY COMPARISONS

	AUD SALARY	YEMPO COST	% SAVINGS
Technical Support Analyst	\$80,000	\$39,714	50%
Infrastructure Engineer	\$95,000	\$48,000	49%
Application Support	\$95,000	\$47,500	50%
PHP Developer	\$65,000	\$31,850	51%
Sharepoint Developer	\$75,000	\$36,750	51%

OTHER SAVINGS



Office space



IT equipment



Furniture



Network



Management

HOW MUCH CAN YOU SAVE?

All our clients are saving a minimum of 50% on salary costs alone.

STEPS TO OUTSOURCING

Step

1

Meet with Yempo, review the contract, sign the MSA, and provide the job specifications.

Step

2

Yempo runs the ads, screens the applicants, and provides you with a shortlist of the most qualified.

Step

3

You review the candidates, Yempo arranges the interviews, and you interview the applicants.

Step

4

You select a suitable candidate, Yempo makes an offer, the candidate accepts the offer, Yempo sets a start date and prepares for onboarding.

REQUIRED BY YOU



Review the contract



Evaluate screened candidates



Interview your selections



Select your favorite



Train your new employee

WHAT ARE THE OTHER BENEFITS?

A number of our clients have not only been able to extend their service hours, but extend to an international client base.

SUCCESS STORY

[READ CASE STUDY](#)

FREQUENTLY ASKED QUESTIONS

What is offshoring? What is outsourcing? Which is Yempo?

Offshoring is where you set up your own office in a lower-cost location and manage all the intricacies of establishing and running a company in a foreign country. The staff you hire belong to your company and are subject to your company's rules and regulations as well as local government compliance. Offshoring is typically not cost effective for small businesses.

Outsourcing is where you allocate roles or tasks to a third party organization and they source the skills wherever they are best located.

Yempo offers the best of both worlds – no need for you to worry about establishing an offshore presence, but the staff we hire on your behalf are 100% dedicated to your work.



FREQUENTLY ASKED QUESTIONS

Am I taking jobs away from my own country? I'd prefer to support my local economy.

Many of the roles and activities that businesses choose to outsource are typically not desirable for your high cost staff to be doing, and you are paying a premium for them to undertake lower value work.

In addition, outsourcing a portion of your headcount keeps your business in the game, not subject to the highly competitive activities of larger companies already benefiting from operating in low-cost locations. It also enables you to focus on building your business, which drives more income into your local economy.

Don't I need to fire staff to make offshoring pay for itself?

We don't recommend you take this approach. Once you look at the activities that some of your highly paid local staff are performing, you will realize that their time can be put to much better use performing higher value activities, making them happier, more productive, and likely to contribute to increasing your sales.

When staff leave by natural attrition, you could consider replacing them in an offshore location instead of in your own office. If they don't have regular face-to-face contact with your customers and they are not required to be in your country for compliance purposes, their role can be considered for offshoring.

OUR OFFICES

Yempo has offices across Asia Pacific to serve you better.

Level 8, IT Centre 2
Oakridge Business Park
880 AS Fortuna Street Banilad
Mandaue City, Philippines, 6014

Level 9, Apple One Equicom Tower
Cebu Business Park, Mindanao Ave.
Cebu City, Philippines, 6000

Level 2 Pioneer House
108 Paseo De Roxas
Makati City, Philippines, 1229

Level 25, Robinsons Equitable
Tower ADB Ave., Ortigas Philippines

901 Hermes Commercial Center 4
Hillwood Road, Tsim Sha Tsui
Hong Kong

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